

Claire Fickler

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EDUCATION

Carroll College – Helena, MT

Bachelor of Arts (B.A.) Business: Management and Marketing

EXPECTED, MAY 2021

- Minor in Accounting
- GPA: 3.75

PROFESSIONAL EXPERIENCE

Can-Do-Ideas – Helena, MT

Content Coordinator

FEBRUARY 2021 - PRESENT

- Create and edit daily content for social media platforms, to increase traffic for [primal storytelling](#) launch of certification
- Creatively produce dozens of thumbnails through tools such as Canva, for broad appeal and to drive YouTube channel traffic
- Develop best practice processes to utilize content marketing, increasing value
- Closely monitor and respond to all communication mediums, with supervisor, remotely with effective and disciplined responsiveness

Mackenzie River Pizza Co., Polson, MT

Server

JUNE 2020 - AUGUST 2020

- Politely and efficiently served meals and drinks to hundreds of customers weekly, to ensure a positive customer service experience
- Demonstrated consistent communication skills with supervisors while coordinating work schedule to maintain two jobs
- Thoroughly prepared for each day's next shift with exceptional attention to detail, performing side work tasks in down time
- Consistently added tables to section, when needed, proving a genuine willingness to assist coworkers and promptly respond to client needs

Montana Bonfire, Bigfork, MT

Server

JUNE 2020 - AUGUST 2020

- Attentively served hundreds of customers, exercising excellent customer service and interpersonal skills to ensure a quality customer experience
- Coordinated numerous special events, specific to locale, while exhibiting successful ability to collaborate with coworkers and supervisors
- Thoughtfully booked reservations through detailed and effective communication
- Established solid communication skills with supervisors while coordinating multiple and various schedules

Sole Sisters, Helena, MT

Sales Associate

MARCH 2019 - MAY 2019

- Guided dozens of customers while meeting their needs and determining their style to increase repeat clientele
- Enhanced customer experience by paying close attention to detail when remembering customer preferences
- Demonstrated unique ability to arrange racks and displays to increase store aesthetic, promote specific pieces, and drive sales
- Analyzed and properly processed purchases and returns on a daily basis

Fic's Conoco, Drummond, MT

Sales Clerk

JUNE 2014 - AUGUST 2019

- Gained strong customer service orientation and interpersonal skills while assisting thousands of customers
- Recorded production when preparing food to analyze sales and decrease waste
- Processed thousands of dollars of cash and credit transactions daily, accurately and efficiently reconciling hundreds of tills over the years
- Patiently trained and guided new employees with daily tasks and processes
- Maintained composure and positive attitude when mediating disputes
- Reviewed and recorded day end accounting with a high level of professionalism

MEMBERSHIPS & CERTIFICATIONS

MSCPA Member

CPR & AED Certified

Inbound Sales Certified HubSpot Academy

Ethical Leadership Certification

SKILLS

Problem solving

Customer service

Microsoft Word, PowerPoint, and Excel

Ten-key

POS systems

Keyboarding

Organizational

Oral and Written Communication

Public Speaking

GIS

Photoshop

Web Design

ACCOMPLISHMENTS

Carroll College Dean's List

2017, 2018, 2019, 2020, and 2021

