

**Jessica Beach**  
84 Cropp Rd  
Fredericksburg, VA 22406  
Cell: (540)809-5637  
Email: jab27231@email.vccs.edu

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**OBJECTIVE:**

Seeking a challenging and responsible position offering opportunities providing professional growth and advancement.

**QUALIFICATIONS:**

- Exceedingly self motivation, confident and dependable
- Fully committed in providing the utmost possible standards of esteem and support to team members and personnel
- Understand and appreciate the importance of meeting prioritized deadlines within the organization along with customer demands in a timely manner
- Excellent communication, written, organization, and interpersonal skills
- Self-starter; can be depended on to complete assigned tasks with minimal or no supervision
- Excellent computer skills; skilled in Microsoft Office Suite and can type 75+ WPM
- Ability to learn new concepts quickly and work well under pressure

**EXPERIENCE:**

2011-Present    **Semper Serve, LLC** (U.S. Department of State)    Washington, D.C.  
*Receptionist*

- Required a secret security clearance
- Process visitors coming for meetings within the building
- Informed visitors of the history of The State Department and also gave tours to groups of 10-30 people following a 12 page manuscript
- Provided support to the security team
- Recognized a variety of government badges
- Handle confidential material on a daily basis

2011-Present    **Ruchman & Associates, Inc** (U.S. Institute of Peace)    Washington, D.C.  
*Receptionist*

- Greet visitors in a professional manner
- Check-in and register visitors coming into the building while following security protocol; managed appointments; followed a strict name badge process for visitors
- Review mail and e-mail
- Receive and review faxes for 300+ employees
- Work alongside of security and executives to ensure VIP visitors and higher officials receive the correct treatment
- Answer phone calls and check voicemails; answer callers questions (such as directions, building information, etc.) and/or direct them to the department or person they are

- looking to speak to, transfer voicemails to the correct department or person
- Handle confidential material on a daily basis
- Work large high profile events; help direct guests where and where not to go in the building, answer any questions they may have
- Highlight important events on calendar for fellow employees
- Work under little to no supervision
- Trained new hires

2009- 2011     **Pohanka Honda of Fredericksburg**

Fredericksburg, VA

*Receptionist/Service Cashier*

- Provided effective and timely resolution of a range of customer inquiries
- Answer incoming calls on multi-line phone and respond to public inquiries in a courteous manner; take messages
- Set-up and maintained files, records and directory such as extension and cell phone numbers
- Performed copying, scanning, filing and typing duties as required
- Received cash, check and credit cards as well as issued receipts, refunds, credits, and change due to customers
- Counted money in cash drawer at beginning and end of shifts

2009-2010     **Terrie Allen**

Stafford, VA

*Personal Assistant*

- Input customer orders into the computer and input the type of payment they used
- Responsible for filing customer information
- Managed product inventory and ordered supplies when needed
- Responsible for taking care of orders and promotional items that need mailing
- Called customers to verify attendance for events
- Recorded receipts for tax purposes and expense reports
- Answered incoming calls and took accurate messages

2008-2009     **Gary's Ice Cream**

Stafford, Virginia

*Cashier/Customer Service*

- At times managed the store
- Responsible for training new employees
- Kept track of inventory and ordered new products

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## **EDUCATION:**

**Mountain View High School**

Sept 2006-June 2009

Advanced Diploma

**Northern Virginia Community College**

Associate of Science – Business

Administration (Spring 2012)

Pursuing a Bachelor of Science in Business  
Management/Administration

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## **REFERENCES:**

Available upon request