**Jessica Beach**

84 Cropp Rd

Fredericksburg, VA 22406

Cell: (540)809-5637

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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

**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

**REFERENCES:**Available upon request