

JESSICA CLAIRE

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PROFESSIONAL SUMMARY

Reliable Licensed Massage Therapist and Experienced Sales and Customer Service Representative with comforting demeanor. Business savvy, organized and experienced in performing basic administrative procedures. Possess friendly personality directed at building positive rapport and long-lasting relationships with clients.

SKILLS

- Interpersonal communication skills
- Sales expertise
- Problem solving strength
- Customer Relations
- Outstanding communication skills
- Empathetic and genuine
- Exemplary work ethic
- Service-oriented self-starter
- Complaint resolution
- Multi-line phone talent
- Strategic sales knowledge
- Initiative

WORK HISTORY

07/2022 to Current	Housekeeper - Residential/Commercial Check Body-Mind, Llc – Darien, CT <ul style="list-style-type: none">• Disinfected and mopped bathrooms to keep facilities sanitary and clean.• Maintained clean and comfortable environments in commercial buildings by vacuuming, cleaning windows and dusting.• Vacuumed rugs and carpeted areas in offices, lobbies and corridors.• Used chemicals by following safety protocols and procedures to avoid burns and injuries.• Cleaned and stocked guest rooms by replacing used towels and linens, vacuuming floors, making beds and restocking bathroom items.• Adhered to professional house cleaning checklist.• Engaged with guests on room requirements and amenities to promote overall satisfaction.• Completed laundry services with special attention to care instructions for hand-washing and dry cleaning.
04/2019 to 10/2022	Licensed Massage Therapist Self-employed – City, STATE <ul style="list-style-type: none">• Provided safe, effective and appropriate massage therapy techniques during customer appointments.• Spoke with clients regarding health history, expectations, services and procedures for safety and customer satisfaction.• Organized client insurance, as well as ensure client confidentiality.• Maintained client treatment records and designed long-term care programs for return customers.• Performed massages for over 300 clients using hot stone, Swedish, deep tissue, sports and pregnancy methodologies.• Maintained care products inventory and inspected equipment and selling areas for stock checks and organization.
02/2020 to 01/2022	Sales Representative/Assistant Hands On Approach – City, STATE <ul style="list-style-type: none">• Increased sales by offering advice on purchases and promoting additional products.• Achieved monthly sales goals by promoting product benefits and enrolling new clients.• Retained excellent client satisfaction ratings through outstanding service delivery.• Trained and mentored new sales representatives.• Developed and delivered engaging sales presentations to convey product benefits.• Met with existing customers and prospects to discuss business needs and recommend optimal solutions.• Assisted in product placement and visual merchandising, maintaining attractive and inviting appearance.• Organized sales paperwork, presented proposals and finalized contracts.• Tailored sales approaches and techniques to specific client needs to increase marketing effectiveness.• Evaluated inventory and delivery needs and optimized strategies to meet customer demands.
08/2018 to 02/2019	Cashier/Sales Associate Hands On Approach – City, STATE <ul style="list-style-type: none">• Performed end-of-shift cashout operations according to store policies, maintaining accurate counts and receipt records.• Connected with customers to support positive transaction experiences and address service concerns.• Operated POS terminals and cash drawer balancing.• Helped customers complete purchases, locate items and join reward programs.• Promoted customer loyalty and consistent sales by delivering friendly service and knowledgeable assistance.• Replenished sales floor merchandise and organized shelves, racks and bins for optimal appearance.• Kept shelves stocked with popular items by tracking trends and requesting new orders.
10/2018 to 10/2018	Massage Therapy Intern Company Name – City, State <ul style="list-style-type: none">• Booked over 35 appointments daily, answered phones, greeted clients, handled payments and created client service tickets.• Spoke with clients regarding health history, expectations, services and procedures for safety and customer satisfaction.• Maintained client treatment records and designed long-term care programs for return customers.• Provided treatment for medical conditions and injuries through therapeutic massage.• Assessed clients carefully to determine massage needs and potential problems due to individual physical conditions.• Assessed guest needs and identified muscle issues, medical conditions and contraindications before beginning session.• Worked with clients to ascertain medical history, potential issues and areas needing support.
03/2018 to 10/2018	Student Massage Therapist Company Name – City, State <ul style="list-style-type: none">• Completed over 500 hours of massage.• Reduced or eliminated muscular stress and tightness through Swedish massage, implementing variety of stroke lengths, rhythms and intensities to optimize relaxation.• Applied principles of trigger point therapy to diagnose and address pain transferred from muscular stress or tightness.• Addressed mobility limitations and generalized pain originating from muscle tightness through deep tissue massage techniques.• Adhered to professional standards of practice and ethics for massage therapy.• Facilitated health history determination to customize therapy modalities to target pain, stress, function and well being.• Completed administrative tasks, updated client files, and answered incoming spa calls.• Updated client records with session notes and enhancements to streamline future sessions.• Executed conceptual model of assessment and evaluation to determine goals for individual clients.
03/2017 to 05/2017	Sales Representative Team Leader Company Name – City, State <ul style="list-style-type: none">• Fostered vital customer relationships to generate \$6,543.89 in sales.• Met with existing customers and prospects to discuss business needs and recommend optimal solutions.• Created professional sales presentations and seminars to effectively demonstrate product features and competitive advantages.• Assisted in product placement and visual merchandising, maintaining attractive and inviting appearance.• Implemented brand marketing and sales campaigns.• Achieved monthly sales goals by promoting product benefits and enrolling new clients.• Documented customer interactions using SalesForce to capture data in processing system.• Surpassed sales objectives several consecutive years by cultivating productive client partnerships.• Served as liaison for company, clients and referred prospects regarding inquiries, issues, order management, post-sales follow-up and customer relations.• Developed and delivered engaging sales presentations to convey product benefits.

EDUCATION

10/2019	Associate of Applied Science: Biological And Physical Sciences Hands On Approach School of Massage - Corpus Christi, TX
06/2017	High School Diploma Orange Grove High School - Orange Grove, Texas <ul style="list-style-type: none">• Honor Roll - A, AB, A, A. 2014 - 2017.• Relevant Coursework: AP Biology, Medical Terminology, Student Aide.• 3.9 GPA.• Ranked in Top 25% of class.• Orange Grove National Honor Society member.• FFA, FCCLA, Book Club, Spanish Club, Newspaper, Tech Club, Math Club member.• Yearbook member 2014 - 2016. Yearbook editor 2016 - 2017.