

JESSICA CLAIRE

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☎ (555) 432-1000

📍 Montgomery Street, San
Francisco, CA 94105

HIGHLIGHTS

- Tech support & Troubleshooting
| Accounting & Data Entry |
Research Analyst | Customer
Collections | Account Sales Rep
| Sales Support & Processing
- Excellent Communication Skills
| 55 WPM Typing | Bilingual in
Spanish, English

EDUCATION

AUSTIN, TX • 2010
BUSINESS MANAGEMENT 70 HRS

SUMMARY

Driven individual with over 20 years of experience in the key fields of customer service, administration, accounting, and management. Technologically proficient, creative thinker, and self-motivated.

SKILLS & ABILITIES Collections | Account Sales Rep | Sales Support & Order Processing | Mastery of Multiple Proprietary Applications | Excellent Communication Skills | SAP Data Entry | Excellent Communication Skills | 55 WPM Typing | Bilingual in Spanish, English

SKILLS

- Utilized SAP, Sales Force, Business Objects, Microsoft Excel
- A/R, A/P, Collections, Customer Service, Accounting Clerk, Purchasing Order Clerk
- Met SLA (Service Level Agreements) deadlines, entered customer data for SLA

LANGUAGES

Bilingual in Spanish, English

EXPERIENCE

Mindlance @ Apple - SAP Data Entry & SALES SUPPORT
City, STATE • 11/2014 - 2015

- Customer service support | iTunes Store sales support | Daily management of post sales issues | Communication with iTunes business teams | Cross-function with internal depts.
- to ensure customer satisfaction | SAP order fulfillment | Order status and inquiries | Contract and backlog management.

Pyramid Consulting @ Dell Computers - WARRANTY QUOTE & ORDER PROCESSING
City, STATE • 04/2014 - 10/2014

Processing of payments & purchase orders | Creation of warranty extension quotes | Mailbox queue maintenance for 24hr SLA | IDD, Salesforce, DOMS, DPS, DellServ, & Moxie queue usage | SAP Business objects

ASAP Window Cleaning - SENIOR OFFICE MANAGER/ Administrative Assistant
City, STATE • 09/2010 - 08/2013

Customer scheduling & records | AR, AP & payroll | Contractor recruitment | Online & phone job estimates/quotes | Coordinate owner's calendar & schedule appointments | Collections for customers & B2B contracts | Assist with marketing ideas to aid company growth

Metsys @ Dell Computers - TELECOMMUNICATIONS ACCOUNT HELP SUPPORT DESK @ AT&T
City, STATE • 06/2012 - 05/2013

Process AT&T orders using Premier and Telegence | Troubleshooting & support for SIM or Mobile device issues | POET(PEARS), Kana, Telecom app usage | Work trouble tickets using Remedy 7 | Customer service in store troubleshooting | Porting & activating/deactivating service