

## JESSICA PHILLIPS

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### Summary of Qualifications

Motivated, creative, and detail-oriented individual with a solid experience in management, customer service, and training. Looking to expand experience and skills in training and development within the airline industry. Especially interested in developing, training, and administering training as well as e-learning programs.

### Education

Northeastern Illinois University

*Master's of Arts* in Human Resources Development- GPA: 3.6/4.0

Chicago, IL

Dec. 2011

Colorado State University

*Bachelor of Science* in Finance and Accounting- GPA: 3.0/4.0

Fort Collins, CO

Aug. 2004

### Professional Profile

#### Training Skills

- Develop, implement, and evaluate training programs to ensure the effectiveness of training delivered to call centers and customer service personnel.
- Design training programs for performance-based gaps to fix sales' performance issues.
- Design ROI evaluations and provide business recommendations to higher management.
- Conduct needs analysis on rollout and performance-based problems.
- Improve customer call agents' performance which increased 20% of return on investment and improved customer satisfaction throughout the first year of implementation.
- Design online training tutorials on time management and conflict resolutions to college personnel.
- Coach customer service associates on all levels of selling skills and train new hired student aides on conducting online surveys.
- Design, implement, and evaluate an annual customer service workshop.
- Assist in the program development of new products and services.
- Report individuals progress and identify additional training needs.

#### Customer Service Skills

- Developed associates' abilities to effectively handle customer service issues.
- Maintained a maximum return rate of 17% and an average sales check of \$125-\$250 per day.
- Communicated merchandise concerns to store management.
- Served as a customer service role model for the entire store.

#### Management Skills

- Verified criteria for admission and assist prospective students in completing the admissions process in the most efficient and supportive manner
- Conducted interviews and evaluated each prospective student based on his/her needs
- Represented the university at various open houses or weekend events on a regular basis

#### Technology Skills

- E-learning authoring tools: E-portfolios, ArticulateOnline, Adobe Creative Suite, Microsoft Office, Blogware, JavaScript, HTML

### Employment History

*ProEdge Skills, Inc.*, Customer Service Trainer- Chicago, IL

Oct. 2008-Present

*Macy's Store*, Macy's Training Intern- Skokie, IL

Jan. 2007- Mar. 2008

*Macy's Store*, Macy's Sales Associate- Skokie, IL

June. 2005- Jan. 2007

*Colorado State University*, Admissions Coordinator-Fort Collins, CO

Jan. 2002-Dec. 2005