Jessica James

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Career Overview

Worked for over 4 years in customer service and human relations. Consistently able to exceed expectations and job requirements. Focused, dedicated and hard working in all aspects.

Core Strengths

Hard working

Fast learner

Adaptable

Experienced in customer service

Trained in human relations

Skilled in handling critical situations

Accomplishments

*Skilled in handling critical situations*

Handled multiple critical situations involving sensitive information and potential loss of human life as a Residence Assistant at Wyview Park

*Fast learner/ adaptable*

Quickly adapted to new job conditions and found the most efficient way to perform any task

Approved to teach private lessons faster than most employees and trained a wide range of clients

*Hard working*

Constantly went above requirements to excel at any task and improve work environment

Took personal time to help other employees improve their work

Work experience

Samantha Bostrum

Bountiful, UT

April 2015 to Present

Life Coach/ Nanny

Working with a 14-year-old autistic boy daily. Providing services including but not limited to: helping him learn to interact with people and understand natural consequence through cause and effect; teaching critical thinking skills, money management, culinary skills, appreciation for nature and how to become a hard working member of society. Providing assistance to increase physical and mental capability’s such as: increased awareness and attention span, faster reading comprehension, healthy weight loss, and increased physical stamina.

Residents Life

Provo, UT

August 2014 to April 2015

Residents Assistant

Mentored 40+ freshman college girls in their transition into college life. I was trained in human relations and critical situation responses. Provided weekly building meetings to discuss changes necessary to improving their overall college and the community. Held monthly activities to stimulate community, physical, spiritual emotional and educational wellness. Handled multiple life or death critical situations. Offered a safe place for the girls to express concerns while providing helpful feedback to overcome challenges. Initiated critical conversations when communication broke down with in the building. Helped my fellow coworkers with critical conversations and wellness programs.

South Davis Recreation Center

Bountiful, UT

May 2012 to August 2014

Swim instructor, Lifeguard, Swim team Coach

Instructed patrons form the ages of 2 years old to 65 on the basics of water safety and swimming skills to the more fine tuned competitive strokes. Used ASL as a more efficient way of communicating with the swim team. Handled cash and checks. Interacted with customers daily. Offered and informed patrons of products and services. Maintained safety order and a professional demeanor at the pool on the clock and off

Education

Viewmont High School

Centerville UT, USA

Graduated in top 25% of class of 2013

GPA-3.8

Brigham Young University

History major

GPA- 3.7

Expected graduation-fall 2016