

Jessica Carder

jmcarder.me

jessi.michelle.67@gmail.com

EXPERIENCE

Aquatics Specialist, Petco

Summer 2019 - Present

- ❖ Responsible for quality and performance of the aquatics department.
- ❖ Maintained equipment and records in compliance with Petco standards and guidelines.
- ❖ Monitored and maintained the health and safety of the aquatic animals.
- ❖ Answer customer inquiries on products, animals, and provide guidance on concerns and questions.

Guest Experience Specialist, Petco

Spring 2019 - Summer 2019

- ❖ Provided guidance to customers on product selection.
- ❖ Promoted Petco INTENT customer service model in interactions with customers and peers.

Student Assistant Manager, Au Bon Pain

Spring 2017 - Fall 2018

- ❖ Provided onboarding training to new hires.
- ❖ Addressed customer concerns and complaints with products.
- ❖ Assigned and prioritized tasks on the restaurant floor.
- ❖ Completed HACCP logs for USDA compliance.
- ❖ Ensured food temperatures, allergens, expiration dates, and waste management were in compliance with regulations.

Cashier & Barista, Au Bon Pain

Spring 2017

Merchandiser, Au Bon Pain

Spring 2016 - Fall 2017

EDUCATION

Virginia Polytechnic Institute & State University,
Blacksburg, VA — *B.S. Psychology, Minor in Computer Science*

December 2018

SKILLS

Leadership

Technical Writing

Microsoft Office

Social Media

Online Research

Computer Troubleshooting

ACTIVITIES

Blacksburg Library, Volunteer
Fall 2018

**Hypatia Living-Learning
Community, Upper Class Leader**
Fall 2014 - Spring 2016

**Montgomery County Humane
Society, Volunteer**
Fall 2014