

Jessica Stapp

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Summary

I have worked in the customer service industry for over twelve years in a variety of highly-skilled jobs. I eagerly engage with clients, focusing on clear communication and personalizing their experience. I am a fast learner, a team-player, and can follow directions and instructions precisely. I handle criticism with a positive attitude. I am looking for a customer service position and can work in a team or independently.

Experience

Asha Urban Baths, Sacramento, CA – *Massage Therapist*

APRIL 14 - PRESENT

- Locate clients and customize their professional massage, paying attention to their specific needs..
- Maintain cleanliness and relaxing environment in massage room and within facilities.
- Keep track of supplies needed and work as a team with other therapists and coworkers.

Piedmont Spa, Oakland, CA – *Massage Therapist, Reception*

MAY 2018 - MARCH 2019

- Intake clients, customize professional massage for clients.
- Check clients in and out at desk, book appointments, answer calls and emails.
- Cleaning duties include laundry, sanitizing, refilling, stocking.

Kriser's: Natural Pet, Chicago, IL – *Dog Groomer, Sales Associate*

APRIL 2009 - FEBRUARY 2018

- Speak with customers about their pets' needs and work with them to customize experience.
- Bathe, dry, trim dogs' hair with empathy and efficiency.
- Maintain relations with long -time regulars.
- Maintain cleanliness and functionality of grooming space and equipment, stocking.
- Book appointments and input schedules.

Education

Malcolm X City College, Chicago, IL – *Advanced Massage Therapy*

JANUARY 2017 - OCTOBER 2017

Intensive massage therapy program for certification.. Two internships: Wellfit Tri-athlete Training and Massage Envy. Student Government Treasurer. Sent to LEAD 365 in Florida with our SGA.

University of Oregon, Eugene, OR – *Bachelor of Arts*

SEPTEMBER 2002 - MAY 2007

Art Major: Drawing, Painting, Sculpture, Printmaking (woodblock and lithography), Ceramics, Comics, and Photography.

Skills

Computer: Google Docs, Word, Google Sheets, MindBody, Editing, HTML, CSS, Bootstrap, Javascript, JQuery, and APIs

Strong communication skills, Organization, Punctuality, Attention to detail, Quick learner.

