

JAMES JOBSEEKER

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PROFESSIONAL SUMMARY

Personable Customer Support Specialist with experience in delivering excellent customer service, documentation processing, store operations and supervision. Six years working in the financial and food service industries. Strong spoken and written communication skills and known for the ability to assist others.

EMPLOYMENT HISTORY

Loan Services Company, Cleveland, OH

2007 - 2011

Appraisal Clerk

Processed appraisals and broker price opinions for financial institutions in their nationwide operations. Composed correspondence between borrowers and vendors facilitating timely completion of appraisals.

- Processed up to 100 appraisals daily, surpassing accuracy standards by 50%.
- Met demanding needs of Bank of America, Citibank, Washington Mutual and LPS Applied Analytics (formally known as Hansen). Contributing to business growth.
- Frequently worked with West Coast, Alaskan, and Hawaiian markets delivering needed support in spite of time differences.
- Delivered efficient and effective customer service by quickly resolving time sensitive delays in a professional manner often working 10 to 12 hour shifts.
- Reduced unnecessary delays by 10% by directly resolving computer issues rather than relying on outside sources.

WENDY'S, Cleveland, OH

2005 - 2007

Shift Supervisor – Rocky River location

Supervised food quality control and product levels in store averaging \$30K - \$45K in sales weekly. Opened and closed store as required.

- Supervised up to 10 crew members per shift ensuring sufficient staff to meet customer demands.
- Ensured customer satisfaction through courteous treatment while maintaining strict adherence to quality levels.

CROSS ROADS CONVENIENCE, Cleveland, OH**2003 - 2005****Shift Manager**

Managed store operations, cash and cost control of store averaging \$10K - \$25K sales weekly.

- Supervised 2 - 5 employees per shift.
- Established reputation for providing excellent customer relations increasing regular customer base.
- Maintained high product quality standards at all times.
- Adhered to store security policy ensuring safety of customers and staff.

DAMON'S, Pittsburgh, PA**2002 - 2003****Server**

Responsible for taking and serving customer orders.

- Maintained large customer sections, frequently 4 - 8 tables during busy shift.
- Quickly, courteously, and thoroughly handled customer concerns without negative impact to delivering service to other customers.

EDUCATION**CUYAHOGA COMMUNITY COLLEGE, Parma, OH**

Pursuing Associate of Arts Degree in Business Administration

Expected graduation - May, 2014

ART INSTITUTE OF PITTSBURGH, Pittsburgh, PA

Computer Animation Programming

TECHNICAL SKILLS / LANGUAGES

Adobe Photoshop

Microsoft Office – Word, Excel, PowerPoint, Outlook

Basic German – Reading, Writing, Comprehension