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## Jessica Alva

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1685 Kirkwood Ave  
San Francisco, CA 94124  
Cell: 510-228-7360  
jessicaalva84@gmail.com

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### Career Overview

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Dedicated Customer Service Representative motivated to maintain and exceed job expectations and contribute to program growth. Very well organized excellent communication and human relation interaction skills.

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### Core Strengths

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- Courteous demeanor
  - Energetic work attitude
  - Seasoned in conflict resolution
  - Strong organizational skills
  - Adaptable
  - Efficient recruiter
  - Team management
  - Customer service expert
  - Strategic planner
  - Excellent verbal communication
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### Accomplishments

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- Promoted as team leader after six months as a canvasser
  - Consistently performed as an ethical and strong worker
  - Supported and encouraged new clients and staff
  - Applied safety procedures and policies as outlined in Department Safety Manual.
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### Work Experience

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August 2017 to  
August 2018

**Friendship House Association-American**  
San Francisco, CA  
**Receptionist**

Delivered an exceptional level of service to each customer by listening to concerns and answering questions. Made and used spreadsheets to document incoming and out going mail, FAX, calls, and Visitors: Effectively controlled the release of proprietary and confidential information for general client lists. Maintained schedules of staff leave or absences: Multi-lined Phones , FAX, copy, Maintained email communication with staff Data entry and Uploading documents into AccueCare and Asset Panda

February 2016 to  
August 2017

**Amnesty International**  
Oakland, CA  
**Team leader canvassor**

Perform as a leader in the aiusa oakland face to face fundraising team leading weekly trainings for new staff development and continue skill building and mentoring on the streets daily for core staff members conducting group interviews as well as screening and hiring new candidates scheduling weekly turfs and placement of street fundraisers boosting and keeping up moral of team keeping a spreadsheet of goals, quota, members holding staff accountable for job expectations being an example of an ethical and strong canvassor

July 2015 to  
December 2016

**Self Employed**  
San Francisco, CA  
**Child care provider**

Employed a variety of materials for children to explore and manipulate in learning activities and imaginative play. Maintained daily records of activities, behaviors, meals and naps. Routinely

picked children up from school and activities. Escorted children on outings and trips to local parks and zoos. Created and implemented a developmentally appropriate curriculum. Identified early signs of emotional and developmental problems in children and brought them to the parents' attention.

August 2013 to  
March 2015

**Winn Industries**

Redding, CA

**Customer Services Sales and Marketing**

Maintained friendly and professional customer interactions. Organized joint sale calls with current customers and outside vendors. Planned and organized routes within territory to maximize efficiency and time in the field. Used networking opportunities to create successful, on-going business relationships. Responded to all customer inquiries in a timely manner. Acted as customer liaison between sales management and personal accounts. Taught potential clients about products through seminars and other special events. Collaborated with colleagues to exchange selling strategies and marketing information. Scheduled an average of 80+ appointments per week.

July 2011 to  
December 2013

**Palo Cedro Chiropractics**

San Francisco, CA

**House keeping**

Hand dusted and wiped clean office furniture, fixtures and window sills. Removed finger marks and smudges from vertical surfaces, including doors, frames and glass partitions. Emptied and cleaned all waste receptacles.

# Acrobat

outsourcing

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First and Last Name: Jessica Allen  
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Phone number: 510-228-7300

## Working Experience:

Company Name: Stillwater Pow Wow  
Dates of Employment: Sept 2017

Job Responsibility:

- Customer Service.
- Making Tacos
- Food Prep.
- Cashier

Company Name: Friendship House Lodge  
Dates of Employment: 7/2017 to 12/2017

Job Responsibility:

- Cook & Prepare meals for clients.
- Shopping food
- Serve at Graduations.

Company Name: \_\_\_\_\_

Dates of Employment: \_\_\_\_\_

Job Responsibility:

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## Skills

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