

# JESSICA OTT

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## Summary of Qualifications

- Proficient computer skills
- Excellent time management skills
- Detail oriented, excellent problem-solving skills
- Relates well to people from a wide variety of backgrounds; treats individuals with dignity and respect in all situations
- Excellent communication skills
- Knowledge of principles of providing customer and personal service, including customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Highly capable organizer
- Ability to work in fast paced environment without compromising quality or safety

### CUSTOMER SERVICE & COMMUNICATION SKILLS

Received orders and communicated details to coworkers for completion

Provided information about products and services

Planned, prepared, and delivered items for delivery to customers which resulted to 98% customer satisfaction

Communicated with customers regarding orders, comments, and complaints

### MATERIAL HANDLING & SAFETY

Cleaned work areas, machines, and equipment to maintain a clean and safe job site

Followed safety communication procedures to ensure safety of the crew

Maintained equipment and supplies

### MILITARY SERVICE

Maintained wheeled vehicles and their associated trailers

Coordinated with commanders, teammates and subordinates with diverse backgrounds

Effectively trained to overcome difficult situations

### WORK HISTORY

Dessert finisher/ Espresso maker	The Cheesecake Factory	2019- Current
Wheeled Vehicle Mechanic	US Army	2013- 2016

### EDUCATION AND TRAINING

Oakmont High School	High School Diploma	2013
U.S. Army Ordnance school	Wheeled Vehicle Mechanic	2014
Basic Combat Training	U.S. Army Soldier	2014