

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