

# JESSICA MARSHALL

## SUMMARY

Dynamic customer service professional experienced in both call-center and retail store settings.

Productive relationship builder; excel at listening to customer needs, articulating product benefits and creating solutions that provide value to the customer.

Highly professional--dependable, reliable and able to perform duties with minimal supervision.

## EXPERIENCE

07/22/2021 – 06/11/2022

### **CASE MANAGER, VICTORY STARTS NOW**

- Victory Starts Now is a re-entry program for previously incarcerated individuals in Los Angeles county with mental health issues and homelessness
- As case manager, I was responsible for setting up and transporting clients to medical appointment, management of state benefits, ID, and all other essential needs.

04/03/2021- CURRENT

### **EVENT STAFF, ROYAL STAFFING AGENCY**

- Reporting and coordinating with the Event Manager and Event Planner
- Assisting in setting up venues for various events and functions
- Ensuring that all safety standards and fire guidelines are followed
- Helping in building stages, arranging chairs, and installing sound equipment
- Handling cash registers, billing vendors, and maintaining invoice records
- Ensuring that the event venues are clean and organized at all times
- Addressing any customer queries and complaints
- Welcoming guests at events and ensuring they are being served
- Assisting in clearing the stage and setup post event
- Checking equipment for any damages or missing parts
- Reviewing the inventory before and after the event

01/22/2018 -09/22/2021

### **Prep Cook/Server, SIMPLY SALAD**

- Brand ambassador with a passion for making healthy food more convenient and accessible to all people
- Taking customer orders, putting them together from our food line's variety of displayed toppings, and chopping the salads and wraps.

- Simple prep and cleaning tasks. Higher level tasks (i.e. opening, closing, register) are non-entry level, but are offered to our most committed staff members.
- Strictly follow Simply Salad cleanliness, sanitation and First In First Out (FIFO) protocols as trained.
- Work with other team members in a supportive and unified manner.
- Critical thinking to solve challenges.
- Ensure product quality, freshness and presentation always meet Simply Salad standards.

**EVENT STAFF/ SERVER/ CASHIER, The Service Company**

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- Ensuring that the event venues are clean and organized at all times
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04/2/2016- 12/30/2018

**CUSTOMER SERVICE REP, VISTA ENERGY**

- Vista Energy Marketing is a retail provider of electricity and natural gas operating in nine states across America.
- Managed 200-250 inbound calls regarding customer services and out bound calls regarding collections.
- Identify customers' needs, clarify information, research every issue and provide solutions and/or alternatives
- Seize opportunities to upsell products when they arise
- Build sustainable relationships and engage customers by taking the extra mile
- Keep records of all conversations in our call center database in a comprehensible way
- Frequently attend educational seminars to improve knowledge and performance level
- Meet personal/team qualitative and quantitative targets

07/15/2014 - 09/04/2018

**CASE MANAGER, GUARDIAN LIVING SERVICES**

- Coordinate and facilitate patient care through assessment, evaluation, planning, and implementation
- Communicate patient needs to a variety of care team members and follow up accordingly
- Manage discharge plans upon completion of treatment
- Work collaboratively with patients, families, physicians, and nurses to ensure high quality care
- Act as the patient's advocate as it relates to insurance coverage and financial assistance
- Maintain the patient's comprehensive clinical record through detailed documentation

08/04/2012 - 12/30/2014

### **Grill Cook/Prep/Server, PLUCKER'S WING BAR**

- Take food and drink orders from customers accurately and with a positive attitude.
- Write patrons' food orders on order slips, memorize orders, or enter orders into computers for transmittal to kitchen staff.
- Engage with customers in a friendly manner.
- Knowledge of the menu, with the ability to make suggestions.
- Ensure tables are enjoying their meals and take action to correct any problems.
- Collect payments from tables.
- Prepare checks that itemize and total meal costs and sales taxes.
- Help food preparation staff when necessary.

## **EDUCATION**

07/2006-06/2008

**MUSIC INDUSTRY AND TECHNOLOGY, CALIFORNIA STATE UNIVERSITY, CHICO**

07/2009-12/2010

**VOCAL DEPARTMENT, MUSICIAN INSTITUTE**

## **SKILLS**

- Scheduling
- Active Listening
- Project Management
- Team work skills
- Customer Service
- Communication
- Time-management
- Flexibility