**Jane Smith**

123456 Ballina Ave Baton Rouge, LA • 555-555-5555 • *email@gmail.com*

**Professional Summary**

I have experience in customer service, problem solving, and managerial environments. My leadership experience in a variety of client-centric fields emphasizes learning and development with a strong focus on problem solving. My experience demonstrates my commitment to excellence alongside a drive for continuous improvement and growth for both myself and my peers. I am known as a self-motivated and goal-oriented team player with a good sense of humor and collaborative spirit. I am proficient in Microsoft Office 2013 Suite, Dropbox, Google Drive, and Adobe Acrobat software applications.

**Professional Experience**

**Nanny**

*Amy Pan, Baton Rouge, La August 2015 – Present*

* Provide day to day care for two children, age 2. Responsible for meal preparation in accordance with dietary needs, health and well-being, including doctor appointments and emergency management.
* Develop activities that enhance general motor functions and cognitive abilities for developmental areas including: speech, fine motor skills, color identification, phonics, counting
* Meal preparation, hygiene, walks around neighborhood, park, snacks, music activities, beats/rhythm, colors, coloring/color coordination, communication building activities, responsibility/cleaning up after themselves, playgroups, library trips, lunch, books / reading together, naps, house cleaning, general housework/domestic chores. Potty training. Matching2d/3d items Montessori based activities

**Independent Consultant**

*Arbonne International, Hammond, La October 2014 – Present*

* Responsible for educating 7-20 clients on skincare products and determining individual skincare needs through regular communication via email, phone, and text. Generated average of $1200-$1500 sales revenue per month.
* Determine individual desire and drive for operating their own consultant operation and introduce, train, and advise new consultants in business practices.
* Attend annual training seminars to update and enhance current client practices and implement new products, procedures, and team marketing strategies.

**English Teacher**

*SDA Language Institute, Seoul, South Korea July 2013 - June 2014*

* Responsible for creating interesting and effective daily lesson plans for 60-84 elementary and middle school students and 48-72 adult age students ranging from beginner to advanced levels.
* Prepared students for Institute as well as external proficiency examinations covering grammar, pronunciation, and conversational areas.
* Develop activities incorporating song and dance for younger students and outside, real world interactions to practice and use English in natural, common situations to encourage and strengthen daily interactions while speaking

**Housekeeping Supervisor, Guest Service Representative**

*Courtyard Marriott International/Lake Union, Seattle, WA September 2011 - June 2013*

* Oversaw, managed, and evaluated the daily housekeeping tasks and schedules of 23 domestic and international employees. Trained and regularly evaluated 23 employees in department procedures and duties, providing individualized plans for improvement and coaching as well as team motivation. Perform routine inspections of work and provide instruction and feedback for corrections in future performance.
* Maintained an 85% or greater customer satisfaction rate through pleasant service and interactions and efficient problem solving to alleviate guest complaints or meet special requests. Headed crisis management responses and coordinated employee actions and evacuation efforts in emergency situations between multiple departments to guarantee guest safety.
* Liaison to international employees and other departments to ensure department needs were communicated and met and brand integrity was maintained at all times. Worked with other departments to resolve all customer concerns and ensure procedural changes were understood department-wide. Managed and maintained hotel inventories for multiple departments.

**Client Relationship Specialist, Customer Care Specialist**

*Barrister Global Services Network, Hammond, La 70401 February 2011 - August 2011*

* Responsible for maintaining strong, positive client relations through top-notch service on a day to day basis. Responded to 100-150+ daily incoming calls with courteousness and promptness while collecting customer information and resolving all issues and concerns.
* Placed outgoing 40-70+ calls to clients and customers daily to ensure resolution and service satisfaction. Worked with multiple global companies to handle customer service requests and process or referrer as needed in order to resolve complaints and concerns regarding electronic products by coordinating technicians to customer locations nationwide.
* Fielded calls for multiple companies as a routing/resolution/response service, response with customer and tech to ensure things were working properly.

**Education & Certifications**

**Southeastern Louisiana University**, Hammond, LA

Bachelor of General Studies,Concentration in Family and Consumer Science, 2011

7 Habits of Highly Effective People Course Certification 2010

**Affiliations**

**Volunteer Advocate CASA,** August 2010 – 2011

Worked with families managing legal matters for a year to ensure the wellbeing of children involved. Assisted children with activities, studies, and social development on a weekly basis. Worked closely with a caseworker and manager and acted as the children’s advocate in court to evaluate living situations and determine the best environment for the children.

**Baton Rouge Community College Art Fest,** 2009

Designed fliers and brochures for the annual event attracting approx. 1200 people

**Circle K International Service Club,** August 2006 - January 2008

Initiate and staff community service activities and fundraising service projects