

Jessica Charrette
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Profile

- More than 7 years' successful experience in customer service and support with recognized strengths in account maintenance, problem-solving and troubleshooting, and planning/implementing proactive procedures and systems to avoid problems.
 - Outstanding Communication, interpersonal, organizational, and leadership skills.
 - Exceptional versatility with the ability to manage multiple tasks in a pressured environment.
 - Dedication and drive as a hard-working individual.
 - Possess solid computer skills.
 - Excellent working knowledge using Microsoft Excel, WordPerfect, Microsoft Word, PowerPoint, Trinium, Prism, AS400, Experience with bug tracking databases (Fogbugs and Ontime) extensive training in SAP, HelpandManual, WebEx, Snagit and W3Portal.
 - 3 years teaching/training experience.
 - Ability to train, motivate, and supervise customer service employees.
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Customer Service Skills

- Delivered excellent customer service while working with clients on a daily basis for various new and on-going technical projects.
 - Served as a liaison between clients and staff to resolve client's problems and implement long and short term solutions.
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Training and Instructional Design Skills

- Provided training to new and internal/external clients on technical issues.
 - Conducted training classes of adults from 1-15 students on software skills (Microsoft and Postgres databases), and on the job training.
 - Presented Train the Trainer to new and existing implementations.
 - Assessed and recommended training requirements.
 - Authored many training handouts, manuals, including the use of Microsoft Power Point in classroom presentations.
 - Applied quality improvement principles to training project requirements from conception, design to completion.
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Employment

3PL Global, Santa Ana, CA

*Feb 2009-
Present*

Independent Consultant

- Diligence in doing the 'homework' required to initiate a project and bring it to a successful completion.
- Ability to focus on a single project while simultaneously coordinating a number of others.
- Quickly and effectively solve customer challenges.
- Ability to facilitate cooperation among various players involved in projects to bring about a mutually satisfactory completion of the work.
- Document management.
- Warehouse Management System/Transportation Management System implementation.

- In-house training on WMS/TMS software.
- Detailed knowledge of freight forwarding processes.

Wolin Design Group, Orange, CA

2005-2009

Training and Technical Support Representative

- Technical Support on new and existing accounts and upgrading existing service.
- Quickly and effectively solve customer challenges.
- Interacted with clients and utilized excellent organizational skills to arrange implementations, upgrades and basic maintenance for Microsoft and Postgres databases.
- Traveled domestically to train new implementations.
- Quality Control and tested new upgrades.
- Managed and arranged my own training schedule.
- Document Management

Sanyo Logistics Corporation, Rancho Cucamonga, CA

2003-2005

Customer Service Coordinator

- Responsible for coordinating the administration of product orders, providing quality customer service to multiple accounts while understanding customer needs and guaranteeing deliver of company's commitment.
- Supplied customers with daily reports, arranging product transfers between warehouses.
- Performed data entry of inbound receivers for multiple accounts, as well as researching and tracing shipments through UPS, FedEx, and other carriers on the customer's behalf on a daily basis.

Education

Mount San Antonio Community College, Walnut, CA

1998-2003

Major: Business Management

Pomona Catholic High School, Pomona, CA

1994-1998

High School Diploma

References Furnished Upon Request

