

# Jessica Keppert

## **HR Manager/ Retail Manager/ Customer Service/Call Center Expert**

Phoenix, AZ 85022

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+1 414 309 0233

### Personal Summary:

- Excellent customer service and communication skills
- Ability to quickly learn new concepts and skills
- Previous cash register, cash handling, retail and sales experience
- Excellent computer skills and knowledge
- Excellent verbal and writing skills

Authorized to work in the US for any employer

## Work Experience

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### **Ramp Agent**

Southwest Airlines - Phoenix, AZ

August 2023 to December 2023

1. Marshal Aircraft
2. Loading and unloading bags
3. Hooking up power and air to aircraft
4. Driving bags to their destination
5. Using scanner to document progress
6. Driving belt loaders
7. Following Safety Guidelines

### **Human Resources Manager**

Holmes Personal Care Agency - Milwaukee, WI

May 2019 to January 2023

- Recruiting employees
- Improving employee retention rates
- Implementing HR policies
- Counseling employees
- Payroll systems

### **Alarm Monitor/ Dispatcher**

Emergency 24 Inc - Waukesha, WI

October 2018 to April 2019

Monitor Alarms, Outbound/Inbound Calls, Dispatch Police, Fire & medical, Account Changes/Maintenance, etc

### **Retail Sales Consultant**

Sprint by MSM Connect - Waukesha, WI

March 2016 to June 2018

Wireless and accessory sales, inventory, open/close store, account inquiries, problem solving, trouble shooting, customer service, etc.

### **Store Manager**

Danielle's- Wauwatosa - Milwaukee, WI  
2008 to 2016

Job Description:

- Assured & Processed sales
- Inventory
- Measured & sized for special orders
- Submitted & received special orders
- Deposits
- Conducted interviews
- Store promotion

### Education

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#### **High School Diploma**

Bay View High School in Milwaukee - Milwaukee, WI  
2008

### Skills

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- Customer Service
- Cellular
- Data Entry
- Management
- Computer Skills
- Cash Handling
- Excel
- Cashier
- Time Management
- training
- Conflict management
- Communication skills