

Jessica Renée Clifford

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Education

The University of Georgia, Franklin College of Arts and Sciences - Athens, GA

Major: Bachelor of Science in Psychology
Minor: Sociology

August 2009

- HOPE Scholarship Recipient; four years
- Dean's List; three semesters

Management Experience

University of Georgia Family and Graduate Housing - Athens, GA

Resident Manager Area IV,

August 2006 – Present

- Serve as a first contact for over 140 graduate students and families from 20 different countries, providing mediating services and resolutions in emergency situations ranging from noise complaints and missing persons to apartment fires and floods.
- Organize programs such as family game nights, children's clothes swaps, and food drives with an emphasis on enhancing communication, planning and organizational skills as well as community involvement and cohesion.
- "Kudos" award winner for outstanding communication with residents.
- Participate in interview process and training of new resident managers.

Goody's Family Clothing - Lawrenceville, GA

Key-carrying Management

November 2002 – March 2005

- Reduced profit loss by 5% while serving on Shrink Committee.
- Recognized for exceeding yearly credit application goal.
- Organized fundraisers for Children's Miracle Network resulting in the store meeting its donation goal two months in advance.
- Received multiple perfect "mystery shops" while providing outstanding customer service.
- Management responsibilities included supervising up to 15 employees per shift, opening and closing store; department maintenance and staffing duties such as application review, interviews, hiring recommendations, orientation and training.

Eckerd Drugs - Roswell, GA

Photo Lab Manager

April 2001 – December 2001

- Promoted from lab assistant to lab manager in four months.
- Recognized as the only lab to receive a perfect score for District Manager Inspection.
- Established corporate accounts with local realtors, schools, and theaters, which contributed to meeting sales goals for five consecutive months as manager.
- Interviewed, hired and trained new associates.

AT&T - Marietta, GA

Customer Sales and Service Representative

July 1999 – April 2001

- Adjusted billing discrepancies and established new accounts for over 100 customers per day.
- Received over 20 AT&T Customer Satisfaction Awards.
- Routinely received quarterly performance bonuses for meeting sales goals.

Campus and Community Involvement

- Foster parent/relative care provider
- Volunteer with Child Care Resource and Referral
- Big sister with Big Brothers Big Sisters

2007 – 2009

2007

2006