



JESSICA APICELLI

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 Oakhurst, NJ 07755

PROFESSIONAL SUMMARY

Knowledgeable and dedicated customer service professional with extensive experience in the customer service industry. Solid team player with outgoing, positive demeanor and proven skills in establishing rapport with clients. Motivated to maintain customer satisfaction and contribute to company success. Specialize in quality, speed and process optimization. Articulate, energetic and results-oriented with exemplary passion for developing relationships, cultivating partnerships and growing businesses.

SKILLS

- Building Customer Trust and Loyalty
- Conflict and Complaint Resolution
- Corporate Social Responsibility
- Warm and Friendly
- Efficient and Detail-Oriented
- Customer Account Management
- Membership Retention
- Upbeat and Positive Personality
- Understanding Customer Needs

EDUCATION

Greater Lowell Technical School

Tyngsboro, MA • 06/2022

Associate of Science:

Licensed Practical Nursing

WORK HISTORY

Massage Envy Spa - Membership Coordinator
Shrewsbury, NJ • 06/2022 - Current

- Maintained membership database, ensuring that all information was current and accurate.
- Prepared marketing materials that would be sent out to members, which detailed new events, promotions and activities that were coming up.
- Greeted and welcomed new members, establishing and updating memberships to Massage Envy Wellness programs.
- Identified issues and immediately stepped up to guarantee speedy and effective resolutions.
- Trained new personnel regarding company operations, policies and services.

Student LPN - Nursing Student LPN
Tyngsboro, MA • 08/2021 - 06/2022

- Documented accurate and complete patient information to address patient problems and expected outcomes.
- Assisted with feeding and monitored intake to help patients achieve nutritional objectives.
- Managed patient care through closely monitoring respiration, blood pressure and blood glucose levels.
- Monitored, tracked and conveyed important patient information to healthcare staff to help optimize treatment planning and care delivery.

CERTIFICATIONS

- Completed Basic Life Support training, registered BLS provider with American Heart Association.
- Completed an 8h hour Dementia training course.
- Rotary award for excellence in Caregiver program.

- Performed routine evaluations of each patient's status, needs and preferences.

Andolinis - Server/Bartender

Andover, MA • 02/2021 - 09/2021

- Cultivated warm relationships with regular customers.
- Worked with POS system to place orders, manage bills and handle complimentary items.
- Upsold high-profit items such as appetizers and mixed drinks to enhance sales numbers.
- Checked identification for minimum age for sale of alcoholic beverages.
- Increased sales significantly by upselling higher-end products to customers.
- Applied comprehensive knowledge of wine, cider and beer to increase daily beverage sales.