JESSICA BUTLER

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PROFESSIONAL SUMMARY

Versatile Customer Service and Operations Professional with over 15 years of experience driving client satisfaction, retail operations, and administrative support. Proven track record across 12 years of retail management and over 5 years of talent recruitment and tax customer support. Skilled at managing front-line client interactions, optimizing inventory workflows, navigating HIPAA compliance, and leading cross-functional teams.

CORE COMPETENCIES

- **Operations & Service:** Customer Satisfaction, Client Relations, Contact Center Support, Direct Sales
- **Human Resources & Talent:** Recruiting, Candidate Sourcing, Administrative Support, HIPAA Compliance
- **Retail & Logistics:** Stocking & Inventory Control, Store Operations, Cash Handling & Processing

PROFESSIONAL LICENSES

Talent Acquisition

HRCI

Issued Feb 2026

Credential ID WD47UJCO5OSC

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HIPAA Certificate

Accountable HQ

Issued Dec 2025 · Expires Dec 2026

Credential ID dccac9a7-5b89-4d1f-80aa-0202d5b41e43

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Google Calendar for Beginners

Google

Issued Jan 2026

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Project Initiation: Starting a Successful Project

Google

Issued Jan 2026

Credential ID F160PD20C6LV

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Foundations of Project Management

Google

Issued Dec 2025

Credential ID HP13Y3Q854LN

PROFESSIONAL EXPERIENCE

Staffing Agent (private company) | Recruiter

- Source, interview, and onboard talent across tax and customer service operations to meet organizational staffing needs.
- Manage end-to-end recruitment communications and maintain compliance with company policies.

Walmart | Stock Clerk

- Executed daily store logistics, shelf management, and inventory tracking over a 10+ year tenure.

- Assisted thousands of customers in high-volume retail environments, resolving inquiries and improving in-store satisfaction.

H&R Block | Customer Service Representative

- Managed high-volume customer inquiries, intake scheduling, and front-desk administrative support during tax seasons.
- Handled sensitive client documents while adhering strictly to privacy regulations and HIPAA standards.

Jackson Hewitt | Customer Service Representative

- Delivered front-line financial and tax customer support, accurately processing transactions and answering account questions.

Advance Talent Solutions | Stock Clerk

October 2010 – July 2011

- Maintained inventory accuracy, organized product displays, and supported warehouse/retail stock operations.

EDUCATION

Campus

Associate of Science in Business Administration (Applied AI Concentration)

MTC

High School Diploma