

JASMINE DEVI PURI

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Profile of Qualifications

Confident, dynamic, and technologically savvy Educator with over 10 years of experience serving in diverse educational environments ranging from youth to adult learners, with demonstrated ability to teach according to curriculum. Proven ability to engage students and achieve learning objectives while assessing for learner proficiency. Passion for assisting individuals to accomplish goals and attain successful outcomes, especially regarding career advancement. Accomplished professional as a motivational speaker and trainer, while proven ability as subject matter expert in areas of Customer Care, Sales, and Digital Design.

Teacher / Trainer:

- ❖ Long Term Substitute Teacher (High School)
- ❖ Accomplished Trainer
- ❖ Skilled Training Coordinator
- ❖ Documentation & Compliance

Technology Expertise:

- ❖ Graphic Designer
- ❖ Adobe Photoshop
- ❖ HTML
- ❖ Digital Media
- ❖ Microsoft Office Programs

Research & Presentation:

- ❖ Respected Presenter
- ❖ Certified Professional Communicator, CPC
- ❖ Motivational Speaker
- ❖ Design & Editing

Education

Master of Arts, Strategic Communications (2017) Regent University, Virginia Beach, VA

Bachelor of Information Technology (2007) American InterContinental University, Weston, FL

Certified Professional Communicator (2004) Professional Speakers Network, Miami, FL

Associate of Arts, Education (1997) Broward Community College, Fort Lauderdale, FL

Relevant Experience

North Carolina School System

2009 – 2015

Kelly Services/Quality Education Academy, Winston Salem, NC (2015)

Wake County Public Schools – Cary, NC (2012 – 2015)

Guilford County Public Schools – Greensboro, NC (2009 – 2012)

Substitute Teacher – Middle and High School Students

- ❖ Assigned, created and executed lesson plans for students
- ❖ Facilitated and moderated classroom discussion
- ❖ Evaluated and graded classwork, assignments, papers and tests
- ❖ Collaborated with colleagues to ensure school objectives were met (including state-wide testing prep)
- ❖ Maintained student attendance records and grades
- ❖ Served as liaison between the school system and parents in regards to student progress

Graffiti Xpressions, Inc., Ft. Laud, FL / Snow Camp, NC

2003 – 2012

VP/Sales/Graphic Designer

- ❖ Assessed client needs and educated individuals regarding products and options, leading to attainment of goals and increased bottom line profitability
- ❖ Trained employees on product knowledge and office procedures
- ❖ Served as a liaison between client and pressmen to insure customer's expectations were properly met
- ❖ Successfully increased prospective buyers through outreach and business-to-business sales
- ❖ Worked with clients on brand development, advertising and promotions
- ❖ Designed materials and created marketing tools through graphic design for clients
- ❖ Managed job orders: Print specifications, file preparation, quotes, invoicing, proofing, and shipping
- ❖ Ensured client satisfaction for quality of orders and on-time delivery.
- ❖ Kept abreast of developments in the field through research and professional conferences

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Relevant Experience Continued:

NTT / Verio, Boca Raton, FL 1999 – 2003

National OEM Trainer (2001 – 2003)

- ❖ Trained up to 50 new hire and existing employees
- ❖ Trained employees consisting of New Hire Orientation, Customer Service Standards, Product Knowledge and Website Development
- ❖ Accomplished successful training to Israeli and Venezuelan clients
- ❖ Performed training in various locations: London, Virginia, California and Georgia

Training Coordinator (1999 – 2001)

- ❖ Coached, developed and motivated trainers to deliver exceptional training
- ❖ Organized, updated, maintained and recreated training materials
- ❖ Prepared lesson plans including the method, media and documentation to be presented
- ❖ Coordinated training schedules with all levels of management, assigned instructors, distributed course material and assigned facilities and equipment
- ❖ Assisted Human Resources during the hiring process through application review, testing and interviewing

CyberGate - Deerfield Beach, FL 1996 – 1998

Customer Service/Sales Trainer

- ❖ Designed and implemented sales and etiquette training for representatives
- ❖ Developed and monitored training materials
- ❖ Monitored calls and conducted ongoing training to existing representatives to ensure customer satisfaction, prompting revenue growth, and increasing profitability through quality performance

Other Experience

Randstad/Aon Hewitt – Winston Salem, NC 2015 – Current

Customer Service Representative

- ❖ Review and troubleshoot claims regarding flexible spending and health savings accounts
- ❖ Respond to web chats, incoming calls, and email support
- ❖ Assist employees with health, savings and retirement medical plans

Time Warner Cable – Morrisville, NC 2013 – 2014

Inbound Sales Representative

- ❖ Conducted proactive consultative needs analysis, while using current marketing campaigns with new and existing customers
- ❖ Resolved complaints successfully while creating opportunities to upsell in accordance with guidelines

Best Buy – Raleigh, NC 2013 – 2014

Customer Service/Geek Squad

- ❖ Engaged customers using selling skills while providing fast and friendly processing of all transactions
- ❖ Developed strong relationships with customers by becoming a trusted advisor and assisted them in making technology more functional in their lives

Starbucks – Raleigh, NC 2012 – 2013

Customer Service/Barista

- ❖ Assessed customer needs and appropriately suggested products to enhance service and meet sales goals
- ❖ Offered customer demonstrations and samples using brewing equipment