**JESSICA CROSS**

**214 Pond View Lane**

**Fort Mill, SC 29715**

**jessica.cross@century21.com**

**704-785-6498**

**EDUCATION**

* University of NC Wilmington in Wilmington, NC

August 2006-May 2010

B.A. in Psychology

* Salisbury High School in Salisbury, NC

August 2002-May 2006

High School Diploma

**CERTIFICATIONS AND CREDENTIALS**

* Cabarrus College Health Sciences in Concord, NC

Certified Nursing Assistant 2007

NC Nurse Aide I Listing Number 356731

* American Heart Association Health Care Provider

Heartsaver AED CPR certified 2007

* Real Estate License State of South Carolina License Number 97669
* Member of National Association of Realtors (NAR) and Piedmont Regional Association Realtors (PRAR)
* SC Notary Public

**HONORS AND ACTIVITIES**

Member of AMSA, American Medical Student Association, national organization

Member of The National Scholars Honor Society

Established Grade Point Average of 3.4

Member of Dogwood Alliance

Tar Heel Girl State Attendee, June 2006

**RESEARCH EXPERIENCE**

Neuropsychological Research Assistant in MACC/ACT Lab at UNCW, 2008-2010

* Test students and older subjects, who had TBIs or dementia, with a battery of test designed to test memory and learning skills.
* Assist professors and graduate students with research scheduling and testing

**VOLUNTEERING**

Children’s Attention Home in Rock Hill, SC 2016- Present

Volunteer weekly at Tileston Mental Clinic in Wilmington, NC, 2008-2010

Volunteer monthly at Rowan Helping Ministries in Salisbury, NC 2001-2006

**WORK EXPERIENCE**

**Real Estate** October 2016- Present

Century 21 First Choice Fort Mill, SC

803-548-3551

* Responsible for finding new residential sales leads and closing on sales
* Prepare documents such as contracts, purchase agreements, and closing statements
* Compare properties with similar properties that have recently sold to determine competitive market prices
* Interview clients to determine what kinds of properties they are seeking
* Promote and market sales of properties through advertisements, open houses, and participation in multiple listing services

**Server**

Fahrenheit October 2014-April 2016

* + 1. Charlotte, NC
* Use active listening to give guest full attention while taking food orders and expediting them through the kitchen at an upscale, fast paced restaurant
* Promoting and selling daily food and drink specials
* In depth understanding of food on menu and attention to guests needs
* Substantial knowledge of controlling guest checks and securing proper payment using Micros
* Attention to detail throughout the workplace from cleaning to managing guests needs

**Server**

Blackthorne Restaurant and Bar August 2012-October 2014

704-817-5554 Charlotte, NC

* Provide quality food service at an upscale restaurant including running multi-course meals
* Familiarize guest with menu items, daily specials, drink list and answer any questions concerning menu items
* Greet and serve customers in a friendly, efficient manner both in the formal dining room and on the rooftop
* Effectively communicate with kitchen staff about food allergies, dietary needs, and special request
* Use Alhoa Systems to accurately ring in guests food and drink orders and receive guest payment

**Certified Nursing Assistant** September 2011-September 2012

Carolinas Medical Center, Intermediate Care Unit Concord, NC

704-403-4300

* Routinely check patients and charting on patients
* Skills include; vital signs, finger stick blood sugars, placing foley catheters, catheter care, drawing blood for lab work, oxygen therapy, EKG testing, Hemmocult test, placing heart monitors and oxygen sensors on patients, and charting on patients
* Frequent checking and charting on patients with restrictive interventions
* Assisting patients with necessary activities while incorporating safety
* Cardinal Award Recipient 2012

**Certified Nursing Assistant** January 2009-June 2011

New Hanover Regional Medical Center Wilmington, NC

910-343-7000

* Complete routine checks on patients to ensure health and safety
* Answer patient calls and caring for each patient’s individual needs
* Skills utilized include; blood glucose testing, catheter care, ROM exercises, CPR and Hemoccult maneuver, operating and maintaining oxygen equipment, Hemoccult fecal blood test, EKG testing, vital signs, manual blood pressures, reading and placing heart monitors on patients, and charting patient information
* Providing emotional support both for the patients and their families

**Certified Nursing Assistant** September 2007-December 2008

The Commons at Brightmore Wilmington, NC

910-39-6899

* Assist residents with everyday activities and social events
* Complete and chart routine checks on residents to ensure wellness, safety, and independence
* Skills utilized include; catheter care, operating and maintaining oxygen equipment, and ability to obtain and document vital signs
* Demonstrate compassionate care for the elderly needs, providing emotional support for the residents and family members
* Aiding residents with dementia

**Retail** March 2008- May 2008

Express Clothing Wilmington, NC

910-392-4642

* Performed retail assignments while supporting active team selling
* Enthusiastically represented company by professionally greeting 100+ visitors per week
* “One of our most capable and organized sales associates” –Carrie Flowers, Manager
* Contributed personal attention to each customer to maintain complete satisfaction
* Thorough knowledge of merchandise

**Hostess**  August 2004-2007

Outback Steakhouse Salisbury/ Wilmington, NC

704-637-1980 / 910-791-5335

* Acknowledged by manager for dedication and skills, resulting in increased responsibility; such as training new hostess both during and before working hours
* Represented the hostess team at several meetings with managers and staff of different Outback’s across NC
* Handled taking reservations over the phone, seating customers, and personal relations
* Applied use of marketing and communication techniques, resulting in increase of sales
* Provided efficient and responsive service in fast-paced, customer-focused setting
* Provided customers with an enjoyable experience, satisfaction, and a desire to return

**REFERENCES**

Dr. Antonio E. Puente

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UNCW, 601 South College Road,

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Dr. Jeffrey P. Toth

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