



Jessica Grant

Contact



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📍 Jersey City, NJ

About

Highly dynamic and detail-oriented operations and customer service professional with 9+ years of experience in hospitality, coordination, and remote freelance work. Skilled in travel logistics, schedule management, and client support. Known for delivering high-quality, seamless experiences with a positive, self-motivated attitude.

Skills

- Travel Planning & Logistics
- Operations & Project Coordination
- Customer Service & Client Support
- Communication (Written & Verbal)
- Problem Solving & Adaptability
- Ability to multi-task
- Time Management & Organization
- Attention to Detail
- Scheduling & Calendar Management
- Remote Team Collaboration
- Critical Thinking
- Microsoft Suite proficiency

Education

- **Associates Degree in Foreign Language**
Georgia State University 2018-2021
Focused on Spanish language, intercultural communication, and global studies. Built a strong foundation in cross-cultural understanding and language-based connection.
- **Professional Certificate in Sustainability & Anti-Oppression in Travel**
RISE Travel Institute 2024
Explored ethical, sustainable, and socially conscious travel practices through a multidisciplinary lens. Covered topics like environmental impact, cultural sensitivity, and equity in global tourism.

Experience

- **Travel Designer**
Freelance | Remote October 2024 - Present
Plan and book custom international travel experiences for individuals and small groups. Organize flights, lodging, and detailed itineraries based on unique client needs and thorough destination research. Handle logistics, budget optimization, and continuous trip monitoring and client assistance.
- **Web Designer**
Freelance | Remote May 2023-Present
Develop creative websites that adapt to evolving client feedback and deliverables, while managing multiple projects and timelines simultaneously. Coordinate communication and maintain ongoing client support across time zones.
- **Social Media Coordinator**
R.R. Food & Beverage | Las Vegas, NV Nov. 2021 – May 2023
Organized campaign schedules, content calendars, and media production shoots while balancing budget and shifting timelines. Tracked content analytics and adjusted strategy to improve future campaigns.
- **Bartender, Server, Trainer**
Yard House | Atlanta, GA Jan. 2019 – Nov. 2021
Provided exceptional customer service while multi-tasking in a fast-paced, high-volume environment. Resolved guest issues, ensured smooth front-of-house operations, and trained new staff.
- **Shift Supervisor**
CVS Pharmacy | Atlanta, GA Jul. 2016 – Jan. 2019
Oversaw daily store operations, managed employee scheduling, and handled customer escalations. Delegated tasks and shift assignments to optimize efficiency. Maintained stock organization and tracked inventory.