

Blake E. Kendall

324 Clark Avenue
Beech Grove, Indiana, 46107
812-374-4590
blake.e.kendall@gmail.com

WORK EXPERIENCE

Barnes & Noble

Indianapolis, IN

Community Business Coordinator

August 2017 – Present

- Provides support to the Community Business Development Manager (CBDM), and Market Business Development Manager (MBDM), by acting as the point person in the store for the office while CBDM is outside store selling and delivering. Manages emails and phone calls as they arrive; creates quotes and processes purchase orders for corporate and business accounts; sorts and ships orders as they arrive; schedules and creates events such as author signings, and fundraisers for non-profit educational organizations; maintains and posts on store social media accounts to advertise events and facilitate customer and community relationships; facilitates educational and corporate sales by creating mailers and sending emails to inform schools and businesses of the benefits from working with Barnes & Noble.
- Helped to pioneer a pilot program for Coordinator-only led stores, working without an in-store CBDM. This has included strategic planning meetings with new MBDM to introduce them to our city and our customer base, formulating new business tactics and work priorities, contacting key customers to introduce them to MBDM and new business methods, and training new Coordinators from other stores in our Volume Order program, operations, and job duties.
- Assists store management by keeping up-to-date on new books and educational products to provide for current and future customer needs; leads and coordinates in-store events by setting up displays, demonstrating new STEM-related toys and games, welcoming and setting up guest authors and speakers; schedules and coordinates holiday events such as Gift Wrap stations and Bookfair fundraisers; communicates between management and store staff by informing them of upcoming events, products, and services related to the CBDM office and beyond; activates and enters new educator memberships as they are submitted.
- Performs other duties in-store as needed, such as cashiering, working customer service desk, shelving books, creating and maintaining display tables, interacting with customers and providing excellent customer service.

Bookseller

November 2016 – August 2017

- Provides excellent customer service by proactively greeting and acknowledging nearby customers, locating products in the store, offering to order them if not in the store, placing the products in the customer's hands, asking questions to clarify product selection, recommending additional related or relevant products, and informing customers about membership program benefits to grow business and add to customer satisfaction.
- Performs cashier duties to ensure quick and easy transactions for customers, greets customers as they approach, captures email addresses to grow business, and offers and informs customers of membership programs and benefits.
- Assists customers in finding, selecting, ordering, and buying books both in-store and over the phone in the cashier, bookseller, and customer service roles, and uses the Bookmaster program to locate those products, place orders in-store and over the phone, check inventory, and shortlist additional products to meet customer needs.
- Shelves and displays books and other merchandise according to company guidelines to fill product shelves and display tables and endcaps, and zones areas accordingly to rotate out outdated merchandise to make room for new product offerings and sale items.

Lowe's Home Improvement

Bloomington, IN

Customer Service Associate IV (Pro Services)

June 2013 – June 2016

- Responsible for maintaining 35 business accounts (from electricians and plumbers to apartment complexes and house-flippers), contacted on a monthly basis as their point of contact at the store, in order to personalize their service experience with Lowe's and take care of their individual needs. Worked collaboratively with maintenance and service professionals, as well as business owners themselves.
- Prepare estimates, investigate product information and pricing for orders, and sell and process deliveries for professional and business customers, collaborating with in-state and out-of-state customers to build relationships and grow local business.

- Plan and prepare bi-annual customer appreciation events by calling on material vendors, creating and displaying signage for the store and for the customers, setup and tear down of event space and entertainment, procured refreshments and event materials within a set budget, and operating event attractions and refreshment stations.
- Take advantage of opportunities to better learn sales practices and product knowledge through outside training sessions and coordinated education of coworkers by training them on the information learned via presentations and conversations on the sales floor.
- Adept at switching gears in fast-paced work environment and stepping outside normal job parameters to support the sales team by running cash register, writing emails, driving power equipment, or teaching new employees how to use registers and the computer system.
- Received a customer-focus award as part of the 2015-16 sales team based on sales numbers, customer surveys and secret shopper experiences.

Customer Service Associate II (Building Materials)

Feb 2012 – June 2013

- Engaged and assisted general customers by answering queries, accessing computer databases, contacting outside vendors, and generated estimates
- Trained in and drove power equipment, operated cash registers, lifted/gathered materials for delivery orders, loaded materials in customer vehicles, and assisted other departments where help was needed

Indiana University

Bloomington, IN

Front Desk staff (Wright Quad)

May 2009 – June 2011

- Worked in the Wright Quadrangle of Indiana University, Bloomington, Indiana, for the IU Residential Programs and Services (RPS)
- Interacted with visitors, staff, students as point of contact for building support staff; prepared registry of current students and former students; trained new members of Front Desk staff in policies and procedures; signed out keys for locked-out students and maintenance staff; sorted mail for current residents; answered phone calls; cleaned out rooms once school year ended and prepared the rooms for new residents to move in

IUPUI

Indianapolis, IN

Graduate Office assistant

June 2008 – Aug 2008

- Worked as an office assistant for the Graduate Office of IUPUI (Indiana University-Purdue University Indianapolis)
- Prepared and collected data using Excel and the IUPUI records system; copied, faxed, and filed documents; created and compiled binders containing past and present student records to update existing records library

BCSC - Technology Division

Columbus, IN

Technology assistant

May 2005 – Aug 2007

- Summer assistant for the Technology Division of the Bartholomew Consolidated School Corporation (BCSC), Columbus, IN
- Assembled new computers; installed new computer labs, or moved existing labs; imaging/loading programs, operating systems, and other software onto new and existing computers; operated under little to no supervision to bring elementary, middle, and high schools up to date with current programs, operating systems, and technology needs

EDUCATION

BUTLER UNIVERSITY

Indianapolis, IN

B.M., Voice Performance, May 2008

INDIANA UNIVERSITY

Bloomington, IN

M.M., Vocal Performance Candidate, Expected graduation, May 2016

ELEVEN FIFTY ACADEMY

Indianapolis, IN

.Net Software Development Bootcamp, Expected completion, Sept. 2020

ADDITIONAL SKILLS

- Punctual and dedicated to the work environment
- Thrives in team or independent work settings
- Skilled in office organization: keyboard, scheduling, filing, phone reception
- Flexible in unexpected circumstances, reacts with maturity and sensitivity in conflict situations
- Skillful oral and written communicator
- Experienced at using multiple technology platforms, including email, MS Office, Google programs, databases, and Internet-based media
- Experience reading/understanding languages: French, German, Italian, and Spanish
- Knowledgeable user of social networking for communication and entertainment purposes
- Four years driving experience with power equipment in a retail space
- Eagle Scout, with two Palms, Boy Scouts of America Troop 557
- Vigil Member of the Order of the Arrow, BSA National Honor Society