

# BLAKE E. KENDALL

---

## EXPERIENCE

### **Kelly Education, Greenwood, IN** – *Long-term substitute teacher (GCHS)*

JANUARY 2022 – MAY 2022

- Quickly mastered technology required for the job, including management programs like Canvas for assignment creation, and PowerSchool for attendance and grading, to ensure success in the classroom.
- Maintained professional communication between self and administrators, school staff, and parents to grow professional relationships designed to meet the needs of students and their families
- Collaborated with the teachers in my department in designing units which were engaging and educational to ensure short and long term academic success.
- Constantly reading and educating self in materials necessary for the job, including assignments, source materials, exams, and guidelines.
- Developed plans to ensure student success through professional communication with parents and students, meeting with students outside of job expectations to identify areas of improvement and tailor lesson plans to their needs.
- Maintained discipline in the classroom, hallways and other common areas of the building to ensure safety and developed an efficient management style to ensure all protocols were followed.
- Initiated student meetings during study hour to accommodate absences or facilitate help where needed.
- Remained flexible to changes in school or classroom dynamics through proper preparation and communication.

### **Barnes & Noble, Indianapolis, IN** – *Community Business Coordinator*

AUGUST 2017 – AUGUST 2021

- Supported store and district management (Community Business Development Manager (CBDM) and Market Business Development Manager (MBDM), through role as point person for the store's business office, answering phone calls and emails to accommodate customer requests, attending planning meetings with management to discuss current and expected sales, and defining focus of work for that week depending on current customer needs.
- Supported team members by keeping them up-to-date on current sales and business needs, creating promotional materials for them to share with customers, assembling store displays and signage, and collecting customer information or sales leads when passed along.
- Helped pioneer a pilot program for Coordinator-only led stores (working without an in-store CBDM) including: strategic planning meetings, formulating new business tactics/work priorities, contacting key customers to introduce them to

new MBDM and business methods, and training new Coordinators from other stores in our order process and job duties.

- Supported customers through creating personalized quotes; shipping orders; coordinating events for STEM, fundraisers, educators, and authors; continuing to educate myself in new sources and new products; and utilizing social media to inform and grow the customer base.
- Developed relationships with educational organizations and corporate sales departments with targeted campaigns to increase corporate engagement.
- Willing to help out on the floor if needed in other roles, from cashier to customer service, to assist the team and support the store.

## **Barnes & Noble, Indianapolis, IN – Bookseller**

NOVEMBER 2016 – AUGUST 2017

- Provided excellent customer service by proactively greeting/acknowledging nearby customers, locating products in the store, offering to order them if not in the store, 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.
- Assisted customers in the cashier, bookseller, and customer service roles by proficiently deploying the internal Bookmaster program to place orders, check inventory, and shortlist additional products to meet customer needs.
- Shelved and displayed books and other merchandise according to company guidelines to fill product shelves and display tables and end caps, and zoned 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 acting as their point-of-contact at the store in order to personalize their service experience with Lowe's and cater to their individual needs.
- Took advantage of multiple 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.
- Prepared material/job estimates, investigated product information and pricing for orders, and sold and processed deliveries, collaborating with customers both in and out-of-state to build relationships and grow local business.
- 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.
- Coordinated bi-annual customer appreciation events by calling on product vendors, creating display signage for the store, setup of event space and entertainment, procurement of refreshments and event materials within budget, and operating event attractions and refreshment stations.

- Received a customer-focus award as part of the 2015-16 sales team based on sales numbers, customer surveys and secret shopper experiences.

**Lowe's Home Improvement, Bloomington, IN** – *Customer Service Associate II (Building Materials)*

FEBRUARY 2012 – JUNE 2013

- Engaged and assisted customers by answering queries, accessing computer databases, contacting outside vendors, and generated estimates.
- Trained and gained proficiency in various power equipment machinery, operated cash registers, lifted/gathered materials for delivery orders, loaded materials in customer vehicles, and assisted other departments as needed.

**TECHNICAL SKILLS**

- |                           |                 |
|---------------------------|-----------------|
| • .Net Framework 4.8 (C#) | • Visual Studio |
| • HTML                    | • Github        |
| • CSS                     | • Postman       |
| • Bootstrap               | • Azure         |

**EDUCATION**

**Butler University, Indianapolis, IN** – *B.M. Voice Performance*

AUGUST 2004 – MAY 2008

**Indiana University, Bloomington, IN** – *M.M., Vocal Performance candidate, expected graduation, May 2016*

AUGUST 2008 – MAY 2016

**Eleven Fifty Academy, Indianapolis, IN** – *.Net Software Development Cohort*

FEBRUARY 2020 – AUGUST 2020