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## KYANA BALLARD

### OBJECTIVE

- A position in the customer service field providing an opportunity to serve my company and its customers with integrity, prestige, and lovingkindness.

### CORE STRENGTHS

- \* Strong Work Ethic-Extremely humble and coachable motivated individual who enjoys working in unity to fulfill the duties of the position effectively and efficiently
- \* Communication- Deals professionally and amicably with coworkers, customers, and other professional staff, presenting the company as one who cares and addresses the needs of each visitor.
- \* Time-Management- Can prioritize tasks with a clear conscience in order to make use of all available time and complete daily obligations under minimal supervision.
- \* Team Player- Genuinely enjoys working with inspirational coworkers to better perpetuate the shared goal of the company,

### RELEVANT EXPERIENCE

- \* Customer Service- Consistently received positive feedback from clients/customers and created repeat business by developing long-term relationships.
- \* Handled complaints to maintain a positive, inviting experience for all.
- \* Product Promotion- Created a marketing plan that interested customers and motivated them to spread word to others, bringing in 50% more business based on recommendations
- \* Customer Interference- Greeted customers upon entrance to establishment and handled cash/credit transactions that occurred.

### EMPLOYMENT

#### **DOOR DASH/INSTACART (OCT 18-OCT 19)**

#### **SIERRA SOLUTIONS (FEB 18-OCT 18)**

Sales Agent  
-d2d sales  
-demonstrate product  
-sell products to new clients

#### **Personnel Concepts (May 17-Jan 18)**

Senior Compliance Specialist  
-b2b marketing  
-cold-calling/warm leads calling  
-demonstrate products  
-sell product to clients  
- Accurately process returns, credits, and replacement orders  
- Effectively answer questions, identify, research and resolve customer issues

**The Home Depot- Interiors (Jan 17-Jun 17)**

In-Store Promoter

- Demonstrate and explain products, methods, or services in order to persuade customers to purchase products or utilize services
- Responsible for the sales and marketing of premium bath and kitchen remodeling services and products
- Generate leads by pre-qualifying guests and setting appointments for in-home consultations
- Set up and maintain a store display and help maintain the selling center with brochures, demonstrations, and materials

**Motor Club of America (Work from Home) Nov 15-Present**

Sales Associate, Team Lead

- answer phone calls
- b2b sales
- d2d sales
- respond to emails
- inform potential clients of company benefits
- sell product to customer
- prepare spreadsheets using Microsoft Excel
- host business conference calls
- train new employees
- update and run online website for company

**Harvard Risk Management Corp. (Work From Home) Oct 16-Oct 17**

Sr. Sales Associate/Virtual Recruiter

- answer phone calls
- d2d, b2b marketing
- warm leads marketing
- respond to emails
- inform potential clients of company benefits
- sell product to customer
- prepare spreadsheets using Microsoft Excel
- host business conference calls
- train new employees
- update and run online website for company

**Kohl's E-Fulfillment Center-San Bernardino, CA (Oct16-Jan 17)**

Material Handler/Problem Solver

- stock merchandise
- use pallet jack to move merchandise
- order picker
- use RF scanner to sort, pick, and putaway merchandise
- pack merchandise
- unload/load merchandise

**Nordstrom Fulfillment Center – San Bernardino, CA (Feb16-Oct 16)**

Seasonal Fulfillment Associate

- stock merchandise
- use pallet jack to move merchandise
- order picker
- use RF scanner to sort, pick, and putaway merchandise
- pack merchandise

**Set Free Kitchen – Riverside, CA (July 15-Nov 15)**

Kitchen Prep, Server, Dishwasher

- prep food items

- sanitize kitchen area
- wash and dry dishes
- take orders
- serve food
- clean restrooms
- greet customers

#### **Set Free Thrift Store – Riverside, CA (July 15-Nov 15)**

Replenishment Associate

- unloading merchandise from the receiving area
- sorting merchandise
- labeling merchandise
- stocking merchandise
- picking merchandise from store room and placing it on the floor
- interacting with customers
- stocking shelves and cleaning the store

#### **Bollywood Indian Cuisine – Eureka, CA (Jan 15-March 15)**

Waitress

- greet guests upon entrance
- seat guests and present them with menus
- take orders
- serve food
- collect cash or credit payment
- buss tables
- wash and dry dishes
- polish silverware
- prepare utensils

#### **Private Home Helper - Fontana, CA (Feb 14-Dec 14)**

*In-Home Caregiver*

- \* Provide sanitary service for elderly person(s) including moderate to excessive housekeeping, washing and ironing laundry, and various medicinal tasks.
- \* Plan, organize, and provide transportation for appointments and personal errands.

#### **Spiritual Sensations**

*Administrative Assistant/Debt Collector*

Fontana, CA (May '12-March '13)

- \* Coordinated, contacted, invited companies for vendor sales
- \* Hosted parties and performed demonstrations of products to potential customers
- \* Promoted products at local spas and flea markets to increase customer awareness
- \* Drafted business cards and flyers for product
- \* Maintained cleanliness throughout establishment, proper display of merchandise, positive energy and high-ranking levels of customer satisfaction that ultimately promoted

repeat business.

- \* Handled all cash, credit, or check transactions in store with extremely minimal mathematic errors.
- \* Answered telephone and made appointments to meet with clients
- \* Attempted to collect past dues from customers by phone or mail

#### **VA Loma Linda HealthCare System**

*Youth Volunteer*

Loma Linda, CA (May '07-Aug '07; May '08-Aug '08; May '09-Aug '09)

- \* Performed various clerical duties: data inputting, scanning, organizing patient files.
- \* Greeted patients, protected their confidentiality, and assisted them to their appointments.

#### **EDUCATION**

Chaffey College, Rancho Cucamonga, CA

Associate's Degree, In-Progress

- Financial Accounting
- Real Estate

Humboldt State University, Arcata, CA

Bachelor's Degree, In Progress

- English with an emphasis in Creative Writing, Philosophy, and International Studies.
- Intercollegiate Speech and Debate
- Chairperson in Sorority: Legacy

AB Miller High School 2007-2011

Attained High school diploma

\* Mock Trial-2009-2011 (President)

\* Chamber Singers-2008-2011 (Vice President)

\* TV Productions-2009-2011 (News Staff)