

# Kayla Hubbard

## **Customer Service Representative**

Las Vegas, NV 89166

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201-388-3344

I wish to obtain employment as well as gain the knowledge and experience to build onto my career. I aspire to help individuals in need of assistance and give back to the community by helping to guide the youth.

Authorized to work in the US for any employer

## Work Experience

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### **Customer Service Representative**

Nordstrom - Las Vegas, NV

November 2019 to Present

Duties include: opening and closing the store, handling incoming and outgoing money, organizing and shipping online and in-store orders, and handling sensitive customer information.

### **Associate/ cash lead**

Bath and Body Works

April 2016 to January 2020

Duties included assisting customers, working the register, replenishing sales floor, and cleaning all surfaces at the end of day. Twice a month I would also do an overnight floor set.

### **Associate/key holder**

Janie and Jack

October 2015 to August 2018

Duties included opening and closing store, assisting customers, working the register, replenishing sales floor, cleaning the store at the end of day, and taking full responsibility to complete all tasks.

## Education

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### **Bachelor's in Sociology**

UNLV - Las Vegas, NV

August 2019 to Present

## Skills

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- Retail
- Closing
- Multitasking
- Retail industry

- Customer Service
- Cash Handling
- Inventory
- Microsoft Word
- Management
- Sales
- Microsoft Office
- Customer Service (4 years)
- Conflict Management (4 years)
- Administrative Experience
- Social Work

## Additional Information

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### Skills & Abilities

#### Management

- As a key holder I was responsible for opening and closing the store as well as delegating tasks to others and overseeing a team of as many as six associates.

#### Sales

- Multitasking is key when working in retail. You have to make sure that you are maintaining plan/goal, keeping the floor stocked, and be aware of what is happening around the store.

#### Communication

- My experience in retail has strengthened my communication skills. My major, social work, and the courses that I have taken have allowed me more insight into how a majority of people think/operate in a public setting, which is an advantage in the retail industry.

#### Leadership

- As key holder it was my responsibility to be a role model for those around me. It is important to lead by example and gain the respect of others so that the business runs as smooth as possible. I had to set an example for them to follow, because one day they could be in my position.