(909) 552-4707

Henderson Nevada

HUMBOLDTHILL@GMAIL.COM

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 vender 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)