**Kellie Burke**

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Tampa, FL 33605

Mobile 813.720.5550

**\*\*Professional Summary:\*\***

My background includes: remote B2B e-commerce, training, hospitality, brand ambassador, call center, retail, marketing, healthcare, IT, in-office customer interaction. bookkeeping, consulting, editing, recruiting, inventory, proofreading, scheduling, merchandising, interviewing, training, data entry

After completing Google Cybersecurity Training Course in January 2024, I understood the importance and have been completing webinars to expand more knowledge in my field along with AI and ever expanding ChatGPT platforms.

I created a domain and website to build community consciousness.

**\*\*Education:\*\***

- Associate Degree, Theatre Arts, Berkshire Community College, 1993

Productions:

Cabaret

Black Comedy

**\*\*Professional Experience:\*\***

B2B Retail Williams-Sonoma, Pottery Barn, West Elm, Rejuvenation Tampa, FL 33605

7/2021 – 12/2023

Hired full-time from a seasonal temporary position. Promoted three platform positions: Gift Team, Tax Team, then Retail B2B Trade Team. Received Five Star consistent customer quality ratings. Excellent Supervisor reviews. Outstanding attendance and team mentoring. Trained two new hire Business classes via VPN, Zoom, Citrix, Microsoft Teams and Salesforce.

Stockroom/Merchandiser/Greeter 24 Seven/GUCCI Tampa, FL 33607

1/2020 - 6/2021

Hired during 2019 season and was re-hired for Super Bowl 2021. Requested per Manager for new store move and front door greeter during Covid.

Brand Ambassador/Promotional Model Greenhouse, Team Enterprises, ManMar, Scannel, Forte, TPC, Red Moon Tampa, FL

4/2014 - 4/2023

Team Lead building sets, generating goals, collecting data, distributing tasks, supervising shift.

Customer Service/Claims Specialist Humana Tampa, FL 33610

10/2017 - 10/2018

Received high quality scores on member calls for accuracy and meeting member expectations.

Receptionist/Administrative Assistant HNTB/FDOT Tampa, FL 33617

8/2014 - 10/2016

Self taught set up projector and video conference calls. Paid electric bills for all FDOT offices while entering daily SPOC reports into Access database.

**\*\*Skills:\*\***

**- Technical Skills:** Citrix, Davinci, ChatGPT, B2B e-Commerce, Lexica, DallE, Perplexity, Discord, Midjourney, Microsoft Office (Access), MacOS Ventura, Accounting, Cyber Security Analyst, Canva, Wordpress, Grammerly, Salesforce, AHIP, DSNP, FHIR HL7, HEDIS (QM), MAPD, ADTs, CCUI, SQL, Workforce, Scrum, Compass, Oracle, Yardi, MLS, UM/CM, VIOP, Tableau, VMWare, PowerPoint, Workday, QuickBooks.

**- Soft Skills:**

Leadership,, Customer Service, Positivity, Teamwork, Strong Communication skills, proficient in multiple systems, Confidentiality, Values, Interviewing, Problem-solving, Morals, Creativity, Managed Care concepts, type sixty words per minute, Courtesy, Trouble-shooting, Safety, Property Management, Mentoring, Punctual, Task Delegation, Politeness, Flexible, Time Management, Accuracy and Efficiency.

**- Certifications:**

05/1993 - Hilton Supervisory Development Program of Achievement

01/1995 - Enhanced Leadership Training

11/1998 - Adelphia Cable University Sales Conference

01/2024 - Google Cybersecurity

04/2024 - How to Manage Your Debt - Strategies for Financial Health and Growth

03/2024 - Score.org \* Sales Funnels & Marketing Automation to Grow Your Business

03/2024 - Score.org \* Mastering Credit Repair - A Guide to Improve your Credit Score

02/2024 - Simple Tips for Managing Your Finances

02/2024 - How to Use AI to Streamline Your Marketing

02/2024 - How to Start Your Online Business for Next to No Money

01/2024 - How to Use AI in Your Business: The Basics of Money Management

01-2024 - How To Start an Online Store - An E-commerce Business Guide

12/2023 - The #1 Way to Get More Clients & Grow a Business in Today’s Market

12/2023 - Simple SEO Tips to Improve Online Performance

12/2023 - How to Write a One-Page Business Plan: A Step-by-Step Guide

11/2023 - How To Create A Marketing Plan For Your Small Business

11/2023 - How to Transition from W2 Employee to Employer

11/2023 - How to Start a Business Without Access to Capital

**\*\* Volunteer:\*\***

Earth Day - Seminole Heights, Florida Cleanup 2023

Laundry Of Love - Williams Sonoma Tampa, Florida 2022

Tampa Bay Watch - Humana Cleanup, cleaned up the mangroves at Desoto Park 2019

Susan B. Cancer Run St. Petersburg, Florida 2017

**\*\*Professional Affiliations:\*\***

- www.civiclevelsolos.com : Founder

Swipeby

Ybor Collation

Florida Film Network

**\*\*References:\*\* details upon request**

Mimi Elias

Keyshona Torrance

Manny Rivera

Santana Miller

Darren Balch

Becky Yetaw

Drew Hart

\*\*Additional Information:\*\*

Completed Florida Foster Care Training 2/2024