



KAYLA WARD

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Summary

Knowledgeable and skilled software development professional accustomed to working with HTML, CSS, JavaScript, jQuery, API's, and Node.js. Skilled at developing, optimizing and reworking systems to meet specific customer requirements. Highly proficient in multiple types of programming languages.

Skills

- Software best practices and standards
- Analytics and problem resolution
- Strong analytical skills
- Organizational strengths
- Contract development and management
- Conflict mediation

Experience

Orangetheory Fitness | Elk Grove, CA
Administrative Assistant
05/2019 - Current

- Produced and filed payroll reports every two weeks.
- Guided administrative and professional staff through computer and software problems.
- Directed customer communication to appropriate department personnel, in addition to providing information to resolve inquiries and bolster customer satisfaction.
- Processed financial documents including contracts, expense reports and invoices.
- Created and maintained spreadsheets and developed administrative and logistical reports.

Training Zone | Marysville, California
Sales Manager

- Analyzed and assessed market shifts to maximize opportunities and establish possible leads into new markets.
- Exceeded sales goals and improved profitability by aligning sales strategies and business plans with market trends.
- Planned and executed in-store promotional events to increase customer engagement and sales revenues.
- Streamlined hiring processes, including recruiting top talent, training new team members on best practices and managing employee performance.
- Worked closely with team members to deliver project requirements, develop solutions and meet deadlines.

In-Shape Health Clubs | Yuba City, CA
Membership Associate

- Identified customers issues and complaints and followed up with satisfactory resolution.
- Developed strong and trusting rapport with each member to facilitate best possible assistance.
- Conducted outreach to local community leaders and progressive organizations and assisted with local and regional on-site events.
- Trained all new sales employees on effective sales, service and operational strategies to maximize team performance.
- Mentored team members in mastering sales techniques to consistently

exceed objectives.

Education and Training

UC Davis Continuing And Professional Education | Sacramento, CA
Full Stack Development