

# Kyna Porterfield

## Professional Summary

Winston-Salem, NC 27103

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Dedicated candidate with history of meeting company goals utilizing consistent and organized practices. Able to work independently, communicate efficiently and complete tasks in a timely manner. Skilled in working under pressure and adapting to new situations and challenges to best enhance the organizational brand.

## Work Experience

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### Inbound Expert

Target - Winston-Salem, NC

September 2017 to Present

- Delivered prompt service to prioritize customer needs.
- Responded to customer requests, offering excellent support and tailored recommendations to address needs.
- Trained new team members regarding company operations, policies and services.
- Trained team members on operating procedures and company services.
- Organized storage areas to optimize materials movements and minimize labor hours.
- Utilized pallet jack to load, unload, transport and store goods.
- Sorted materials to different work areas and staff.
- Maintained organized work area by storing equipment safely and properly.
- Worked with supervisors and team members to understand supply needs and bring levels within desired tolerances.
- Restocked inventory to sustain par levels and produced quarterly inventory audits and calculated, updated and presented reports.
- Unloaded product with care and placed in proper staging area.

### Rack Repair

Winston Salem Journal - Winston-Salem, NC

January 2018 to December 2018

- Maintained inventory of repair supplies and ordered parts.
- Assessed operating conditions and adjusted settings to maximize performance and equipment longevity.
- Completed partial or full dismantling of equipment to quickly repair or replace defective components and restore functionality.
- Conducted diagnostic procedures to determine root cause of customer problems and provide accurate repair recommendations.

### Maintenance/Cleaning

IHS Management - West Columbia, SC

October 2016 to May 2017

- Used time management and efficient cleaning methods to meet deadlines.
- Handled equipment, chemicals and materials properly and with caution.
- Organized and used industrial cleaning products following strict safety procedures.

## Education

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### **High school or equivalent**

North High School - North, SC

August 2009 to May 2014

## Skills

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- Time Management
- Complex Problem-Solving
- Critical Thinking
- Customer Service
- Pallet jack
- Equipment Repair
- Load & Unload