| Tierany Rivers | (214) 235-6460  rivers.tierany@yahoo.com |
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SKILLS & ABILITIES

* Health and Safety Management & Training
* Client Relationship Building
* Email & Social Media Marketing
* Business Development
* POS Systems & Cash Handling
* Programs and tools: Zenoti, Calendly, Shopify, Canva, Figma, Slack, PostScript, Yotpo, Klaviyo, Microsoft Office Suite, Dealerlogix, Xtime, KDealer, Payment Mate

EXPERIENCE

**Lithia Motors, INC.** - **Southwest KIA Mesquite** May 2022 – Sept 2022

*Business Development Center Administrator; Mesquite, TX*

* Assisted the Service Manager in contacting customers to schedule appointments, for repairs, recalls, and recommended maintenance
* Completed inbound and outbound phone calls with professionalism to provide outstanding customer service
* Managed cash, card, and check transactions using digital tracking systems
* Operated software systems to close service and parts orders after receiving payments
* Effectively collaborated with different departments daily to maintain customer satisfaction

**Mar Wellness Corp** - **The Now Massage** November 2021 – May 2022

*Sales Lead; Dallas, TX*

* Maintained detailed records of guests, memberships, promotions, and product sales to be analyzed in order to increase membership sales and rebookings
* Supervised teams of 3-4 receptionists and trained incoming employees in the use of products, programs, and services
* Properly opened and closed boutique according to operational standards.
* Utilized software to ensure smooth check-in and check-out for guests
* Managed inbound and outbound phone calls and emails to book, cancel, and confirm appointments while optimizing the schedule for maximum profit

EDUCATION

**Bryan Adams High School;** *Dallas, TX*

High School Diploma (STEM)