

**Keenan Kelsey**  
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## Work Experience

### **Merchant Support Agent**

Authorize.Net (October 2017-Present)

Educate merchants on reports, transaction details, funding processes. Protected accounts by problem-solving transaction concerns and monitoring fraudulent activity.

### **Tier One Support Agent**

Overstock.Com (October 2016-September 2017)

Answered inbound calls effectively by providing the best customer service, responded with correct grammar to emails, researched member concerns to resolve problems promptly and courteously, followed up on customer service issues and captured customer feedback.

### **Brand Representative**

Nike Factory Store (October 2016-February 2017)

Provided exceptional customer service, educated consumers, managed logistics and loss-prevention. Added value to the company by marketing the brand through skilled sales, extensive product knowledge and personal testimonial.

### **Personal Trainer/Coach**

CrossFit Surf City (February 2016-August 2016)

Torrance CrossFit (January 2014-December 2015)

LAX CrossFit (August 2013-December 2015)

Developed programmed workouts, helped members minimize injury, demonstrated exercises and routines, modified workouts to individual fitness levels, provided emergency first aid and educated on general fitness, health and nutrition. Maintained and contributed to a monthly blog for gym members.

### **Lead Operations Coordinator**

Virgin America Airlines (February 2008-March 2014)

Managed day to day functions of all agents on operating team and ensured safety and compliance of staff. Managed gate plotting in real time adapting for any changes or adverse situations. Modified management software to relay updates and strictly adhered to all Federal Aviation Requirements.

## Education

BS Physical Education, University of Arkansas, Pine Bluff (2007)

## Miscellaneous Experience

Coordinated and participated in CrossFit Competitions across Southern California (2012-Present)

Named *Fittest of South Bay* (2015)

Boys and Girls Clubs of America (2006)

UAPB Conference Championship Game (2006)

## Other Skills

Microsoft Office Suite (i.e. Word, PowerPoint, Excel), Google Suite

Data Entry (45 WPM)