**Kayla Gill**

**1321 SE Taylor St. #4** [**kayla.gill@gmail.com**](mailto:kayla.gill@gmail.com)

**Portland, OR 97214 Cell: 503-890-3899**

***Community Development graduate with office background and passion for multicultural understanding***

**Education**

* **Bachelor of Arts in Community Development, Focus on Community Organization and Change** *Magna Cum Laude,*Portland State University, Portland, Oregon, 3.84 GPA (06/12)
* **Teaching English as Second or Other Language Certification,** LCC, Portland, Oregon (currently enrolled)

**Related Experience**

**Barista/ Cashier,** SodexoCafé Blue, Portland, Oregon (07/11 – present)

* Providing customer service, cash handling and balancing, espresso drink and food preparation, cleaning, stocking, closing duties.

**Receptionist**, Ruby Receptionists, Portland, Oregon (01/08 – 06/10)

* Answered and directed high- volume calls on multi-line phone system, used proprietary information database, scheduled appointments using Outlook and web-based calendars, served as primary email contact for client and public correspondence, helped conceptualize waste reduction campaign.

**Administrative Assistant,** Finance 500, Irvine, California (02/05 – 09/05)

* Supported team of four underwriters on commercial CD trading floor, filed client records, confirmed security transactions, originated documents, cold-called banks, provided personal assistance.

**Sales,** Program Business.com, Laguna Hills, California (06/03 – 06/05)

* Online market-finding service for independent insurance agents. Executed telephone sales from cold-calling through closing, provided customer service to existing clients, used proprietary information database, managed client data using Access, piloted Trusted Choice branding campaign for Independent Insurance Agents and Brokers of America, handled custom accounts.

**Receptionist,** Flip Salon, Orange, California (06/00 – 06/03)

* Answered calls on multi-line phone system, scheduled appointments, greeted customers, provided support to hairstylists.

**Additional Experience**

**Volunteer,** VOZ Workers’ Rights Education Project, Portland, Oregon (04/12 – present)

**Student Representative,** Undergraduate Executive Committee, PSU Urban Studies Department (09/11 – 06/12)

**Freelance Editor,** Tanh Nguyen Corporation (Ho Chi Minh City, Vietnam), Portland, Oregon (12/11)

**Intern,** Eliot Oral Histories Project, Portland, Oregon (03/11 – 08/11)

**Weatherization Team Member,** Community Energy Project, Portland, Oregon (01/08 – 01/10)

**Writing and ESL Tutor,** Portland Community College, Portland, Oregon (09/07 – 12/07)

**Additional**

* Conversational Spanish
* Extended travel abroad (Mexico, Nicaragua, Costa Rica, Turkey)