

Caleb Ballif

Lehi, UT | 509-828-0375 | cballif26@gmail.com | linkedin.com/in/caleb-ballif

Education

Bachelor's of Science in Accounting – Utah Valley University

Anticipated Graduation April 2026

- Business Management Minor
- Microsoft Excel Expert Certification (Office 2019)
- Microsoft Excel Associate Certification (Office 2019)
- 3.7 GPA

Experience

Manager

September 2024 - present

Club Pickleball USA

Orem, UT

- Communicate job expectations and responsibilities, while supervising, disciplining, managing, and overseeing employees and work systems
- Onboard and train 10+ front desk staff to date, with ongoing responsibility for onboarding and training new hires as staffing needs arise
- Create a work schedule every two weeks for 12 employees using Microsoft Excel
- Demonstrate excellence in customer communication and problem-solving by actively listening, identifying root issues, and delivering timely, personalized solutions that drive satisfaction and loyalty

Front Desk Associate

February 2023- September 2024

Club Pickleball USA

Orem, UT

- Check in/register 75+ players a day for specific events or reservations
- Answer phone calls and texts quickly to answer questions and give accurate information to customers
- Ensure orderly court usage by enforcing reservations and time limits to maintain fair access for all players
- Create/Run tournaments for events with groups of 50+ players

Assistant Manager

September 2021 - July 2022

Swig

South Jordan, UT

- Made product orders for the store, conducted interviews, and was in charge of the store when the manager was absent
- Counted inventory monthly
- Responsible for team member performance and customer experience
- Trained team members, opened and closed the store, and created the position chart for the team
- Prepared bank deposits

Skills

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- | | |
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| <ul style="list-style-type: none">• Microsoft Excel• Team collaboration• Time and people management• Communication | <ul style="list-style-type: none">• Team leadership and supervision• Scheduling and workforce management• Inventory and supply management• Customer service and problem-solving |
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