

# Caleb Ballif

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## Education

<b>Bachelor's of Science in Accounting – Utah Valley University</b>	Anticipated Graduation April 2026
<ul style="list-style-type: none"><li>• Business Management Minor</li><li>• Microsoft Excel Expert Certification (Office 2019)</li><li>• Microsoft Excel Associate Certification (Office 2019)</li><li>• 3.7 GPA</li></ul>	

## Experience

<b>Manager</b> Club Pickleball USA	September 2024 - present Orem, UT
<ul style="list-style-type: none"><li>• Communicate job expectations and responsibilities, while supervising, disciplining, managing, and overseeing employees and work systems</li><li>• Onboard and train 10+ front desk staff to date, with ongoing responsibility for onboarding and training new hires as staffing needs arise</li><li>• Create a work schedule every two weeks for 12 employees using Microsoft Excel</li><li>• Demonstrate excellence in customer communication and problem-solving by actively listening, identifying root issues, and delivering timely, personalized solutions that drive satisfaction and loyalty</li></ul>	
<b>Front Desk Associate</b> Club Pickleball USA	February 2023- September 2024 Orem, UT
<ul style="list-style-type: none"><li>• Check in/register 75+ players a day for specific events or reservations</li><li>• Answer phone calls and texts quickly to answer questions and give accurate information to customers</li><li>• Ensure orderly court usage by enforcing reservations and time limits to maintain fair access for all players</li><li>• Create/Run tournaments for events with groups of 50+ players</li></ul>	
<b>Assistant Manager</b> Swig	September 2021 - July 2022 South Jordan, UT
<ul style="list-style-type: none"><li>• Made product orders for the store, conducted interviews, and was in charge of the store when the manager was absent</li><li>• Counted inventory monthly</li><li>• Responsible for team member performance and customer experience</li><li>• Trained team members, opened and closed the store, and created the position chart for the team</li><li>• Prepared bank deposits</li></ul>	

## Skills

- Microsoft Excel
- Team collaboration
- Time and people management
- Communication
- Team leadership and supervision
- Scheduling and workforce management
- Inventory and supply management
- Customer service and problem-solving