

# Erick Kyles Ball

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## EDUCATION

### University of North Carolina at Chapel Hill — *B.A in German Studies, Minor in Linguistics*

August 2013 - August 2017

## EXPERIENCE

### Petco, Durham, NC — *Dog Trainer*

June 2018 - Present

- Teach face-to-face classes with up to 4 groups at once, answering questions, solving new/unique problems for clientele, and most importantly, conveying new information that is easily understood
- Create curriculum for each new class that begins, print out resources, answers to questions, or curriculum packets that I designed
- Create monthly schedules 3 months in advance and update them often throughout the week
- Keep a steady client base of both new and recurring clientele
- Coach partners on selling classes and communicating with potential clients
- Clean/Sanitize training area between each class
- Also continue to handle previous responsibilities as the Guest Experience Specialist while also handling all of the above

### Petco, Durham, NC — *Guest Experience Specialist*

March 2018 - June 2018

- Assisted customers by locating products around store and providing knowledge on when/how to use products
- Assisted with unloading and placing new products every week
- Other tasks included: handling cash registers, resetting planograms, organizing extra inventory, general cleaning

### American Eagle, Durham, NC — *Sales Associate / Stock Lead Trainee*

September 2017 - November 2017

- Assisted Customers with knowledge of product inventory and sales
- Mainly worked with putting away new inventory, tagging new items, and cleaning around the store or in the product storage area

## SKILLS

Organization and Prioritization

Time Management

Proficiency in Microsoft Office

Accuracy & Attention to Detail

Excellent Communication Skills

Patient & Courteous

Multitasking

## AWARDS

**People Helping People  
Scholarship - 2013** - C.A. Erwin  
High School

**National German Honorary  
Society - 2016** - UNC-CH

## References

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