

Contact

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Top Skills

Warehouse Operations
Cash Register
Order Fulfillment

Certifications

Cybersecurity at Work
Building Inclusive Work Communities
Teaching Civility in the Workplace
Equity First: The Path to Inclusion and Belonging

Grace Kinser

I want to spend my life helping as many people as I can
United States

Experience

PeopleReady
Staffing Specialist
November 2022 - Present (6 months)

MasterBrand Cabinets, Inc
Finisher I
January 2022 - October 2022 (10 months)
Grants Pass, Oregon, United States

Kept pace with a monorail system while completing my jobs with high accuracy, walked anywhere from 1-18 miles over the course of a day, regularly lifted 50 lbs and hauled 100lbs,

Gained proficiency in eight different roles over the course of eight months including:

- Spraying top coat with a compressed air spray gun in two different positions
- Spraying sealer with a compressed air spray gun in two different positions
- Working closely, smoothly, and safely with a partner to hang cabinet parts on the monorail to be finished
- Sorted cabinet pieces to be delivered to various assembly lines with extremely high accuracy while managing my own time
- Inspected parts as they came off the line for any defects and flagged them for repair
- Monitored the progress of 12 different assembly lines and kept them supplied with carts of cabinet parts

As Safety Representative:

- Inspected fire extinguishers, ladders, and eye wash stations weekly
- Completed Hazard Hunts weekly in different work stations to seek out and address safety issues before they became a problem
- Served as a model for excellent safety practices, adhering to all policies and calling out deviation from policy in others
- Attended safety meetings monthly and communicating safety topics at departmental meetings in front of 50+ people
- Ensured my department had access to proper PPE

As a Mentor:

- Was one of the first contacts for new employees
- Gave tours of the department
- Checked in with new employees about their physical and mental health
- Ensured they got to their workstations safely

DICK'S Sporting Goods

Pricing and Signage Lead

August 2020 - October 2021 (1 year 3 months)

Tacoma, Washington, United States

Ensure all signage in the store was clear and up to date, completed cycle counts on inventory, organized displays to ensure easy shopping for customers, provided friendly and knowledgeable customer service including using a cash register, fulfilled online orders by picking stock and packing for shipment, carefully received, unboxed, sorted, and stocked freight, regularly lifted up to 75lbs and hauled up to 300lbs

Daily Transcription.com

Transcriptionist

August 2020 - September 2021 (1 year 2 months)

Tacoma, Washington, United States

Transcribed video files into .doc format with a >99% accuracy rate, adhered to quick turnaround times, transcribed audio of varying quality, kept high attention to detail, laid out documents according to strict formatting rules

Service Legends Heating & Cooling

Dispatcher

October 2017 - June 2020 (2 years 9 months)

Des Moines, Iowa, United States

June 2018-June 2020: Dispatcher

- Assigned calls to 15-20 technicians according to their strengths, and to maximize profitability
- Built follow up jobs as needed by technicians
- Called out to clients to schedule jobs when parts which had been ordered were received
- Took incoming calls from technicians and called out to clients

October 2017-June 2018: Customer Service Representative

- Took incoming calls from clients and provided friendly and efficient customer service
- Called out to clients to schedule jobs

-Gained proficiency in two new software programs during this time,
Successware and Service Titan

Aspen Athletics Club (now Genesis Health Club)

Customer Service Representati

September 2017 - October 2018 (1 year 2 months)

Des Moines, Iowa, United States

- Enthusiastically greeted every customer entering the gym and wished them a good day on the way out
- Scheduled appointments with the masseuse and bookings for tennis and basketball courts
- Kept drink coolers and product displays stocked
- Poured and served beer to members
- Ran cash register and counted drawer
- Monitored member check ins for expiring memberships, past due balances, and restrictions on accounts.

Iowa Fruit and Vegetable Grower's Association

Manager

August 2013 - August 2017 (4 years 1 month)

Running and counting cash register, handling nightly deposit, training new employees and daily volunteers, stocking booth, making food, helping customers

AmeriCorps NCCC

Corps Member/Assistant Team Leade

October 2016 - July 2017 (10 months)

Sacramento, California, United States

- Performed community service in diverse communities across the pacific region
- Successfully integrated into a team of 18-24 year olds who lived and worked together
- Enhanced my community service through reflective processes
- Performed strenuous physical labor outdoors for up to 8 hours a day maintaining trails as a part of serving with the National Forest Service
- Gained chainsaw certification through the National Forest Service
- Moved up to 150lbs on wheeled carts and up to 1,000lbs on pallet jack as part of serving at the Utah Food Bank

-As Assistant Team Leader: Helped plan a budget, helped with various administrative tasks, tracked and reported expenses, bought groceries for the group, and supervised a team of ten of my peers on various job sites.

Dilliard's

Selling Business Manager

June 2016 - October 2016 (5 months)

Des Moines, Iowa, United States

- Ran cash register and counted drawer
- Provided friendly and efficient customer service
- Set up displays and re-arranged department floor to increase sales and draw customer attention to favored products
- Tracked and stocked inventory
- Met or exceeded sales goals set for home department

Toad's Bar and Grill

Server

July 2015 - April 2016 (10 months)

Cedar Falls, Iowa

Serving customers, mixing drinks

Copyworks

Customer Service Rep

August 2012 - April 2016 (3 years 9 months)

Cedar Falls, Iowa

Customer service, cash register, working with laser printers (oversized and regular), scanners, industrial cutters, microsoft office, and adobe suite.

Strayer-Wood Theatre Costume Shop

Technical Assistant/Stitcher

January 2012 - December 2014 (3 years)

Cedar Falls, Iowa

Constructing and altering costumes; drafting, draping, and altering patterns; operating sewing machines, sergers, and industrial irons; general shop cleaning and maintenance

University of Northern Iowa

Painter's Assistant

May 2012 - August 2014 (2 years 4 months)

Cedar Falls, Iowa

Painting rooms on campus, prepping rooms to be painted, hauling up to 50lbs regularly

Iowa Fruit and Vegetable Growers Association

Customer Service Rep

August 2011 - August 2013 (2 years 1 month)

Des Moines, Iowa

Making food, cleaning the state fair booth, assisting and directing customers, stocking food, setting up and tearing down the booth

Iowa Bakery Cafe

Customer Service Representative

August 2007 - August 2010 (3 years 1 month)

Preparing food, helping customers, cleaning, running cash register

Westminster Presbyterian Church

Program Coordinator and Worship Leader

August 2007 - August 2009 (2 years 1 month)

Des Moines, Iowa, United States

- Planned and put on a weekly, 40 minute program for kids aged 5-13
- Organized and performed a music program
- Recruited and supervised a team of my peers to put on the program
- Planned lessons and related activities every week

Education

University of Northern Iowa

Bachelor of Arts (B.A.), Psychology, Theatre · (2010 - 2015)

Theodore Roosevelt High School

· (2006 - 2010)