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| Kayla **Cook**  901-585-5617  **kaylareneacook@gmail.com** |
| * Skilled Nursing Assistant with good knowledge and understanding of development factors specific to adult and geriatric residents. * Friendly and enthusiastic sales associate who consistently meets customer service satisfaction goals. |

# Experience

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| September 2016- PresentRehab Nurse Tech, **Healthsouth Rehabilitation Hospital**  * Answer Patient’s call lights in a timely manner * Assist patients with their activities of daily living * Collect patient’s specimens * Take vital signs * Pass patient’s meal trays * Assist LPN or RN on duty * Document information into patient’s charts * Transfer patients throughout the facility * Assist patients with basic movement transfers * Partnered with team of registered nurses to achieve overall well-being of all patients * Continually improved knowledge, skills, and performance based on feedback and self-identified professional developmental needs. |
| Feburary 2016- August 2016Cashier, **Murphy USA**  * Provided Customer Service * Welcomes and greeted customers daily * Handled cash, credit, debit cards, and personal checks, providing correct change in payment transactions. * Restocked and fronted checkout merchandise to increase sales * Processed payments by check, cash, debit and credit and maintained accurate drawers * Built relationships with customers to increase likelihood of repeat business * Cleaned and organized the store, including the checkout desk and displays * Completed all point of sale opening and closing procedures, including counting the contents of the cash register.  Feburary 2016-July 2016SALES ASSOCIATE, S**EDUCTIONS** L**INGERIE**  * Provided Customer Service * Monitored Entrances, exits, and fitting rooms for signs of theft. * Managed customer cash and credit card transactions using company point of sale system * Organized products on racks and displays with focus on visual appeal and brand standards. * Educated customers on different products and product care. * Stocked shelves and supplies and organized displays. * Answered questions regarding store polices and merchandise. * Assisted customers in finding suitable products to meet their needs.  July 2015- Dec 2015Home Improvement Sales Consultant, **Sears**  * Provided Customer Service * Entered all sales into the cash register to ensure purchases were accurately recorded. * Performed sales transactions in a timely fashion. * Interacted with customers and resolved customer complaints in a friendly, service-oriented manner. * Welcomed and greeted customers and offered friendly, knowledgeable assistance. * Alerted customers to upcoming sales events and promotions. * Stocked and replenished merchandise according to store merchandising layouts. * Answered customer telephone calls promptly and in an appropriate manner.  June 2014- July 2015Apparel Sales Associate, **Academy Sports & Outdoors**  * Provided Customer Service * Answered customer telephone calls promptly and in an appropriate manner * Stocked and replenished merchandise according to store merchandising layouts * Alerted customers to upcoming sales events and promotions * Engaged with customers in a sincere and friendly manner * Recommended merchandise to customers based on their needs and preferences. * Completed all daily tasks and special assignments with an efficient and quality-driven approach |
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# Education

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| May 2016Associate of Arts, **Arkansas State University** |
| May 2013High School Diploma, **Atlanta High School** Magna Cum Laude Graduate |
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# Certifications: CPR/BLS

# Skills

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| * Data Entry * Sales Experience * Customer Service-Oriented * Stocking * POS Systems Knowledge * Retail Sales * Strong Work Ethic * Cash Register Familiarity * CPR Certified | * Goal-Oriented * Computer Literate * Accurate Money Handling * Credit Card Transactions * Feeding Assistance * Specimen Collecting * Foley Catheters * Qualified in Patient Transport * Patient Care |