

# KACIE TURLEY

1351 N Pleasant Dr, Unit 2064 CHANDLER, AZ, 85225 (928) 200-6425 kacieturley@gmail.com

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## CAREER OBJECTIVE

Adaptable professional with 7+ years of experience and a proven knowledge of conflict resolution and customer communications. Aiming to leverage my skills to successfully fill the Information Technology role at your company.

## PROFESSIONAL EXPERIENCE

### MESA COMMUNITY COLLEGE, MESA, AZ

*Work Study Veteran Services Department, September 2021 - Current*

- Answer telephones and assist callers, take messages, and transfer calls
- Maintain electronic filing systems for records, and assist in benefits information using Dynamic Forms
- Utilize VA ONCE and Information Systems to assist students in receiving their benefits

### THE BRASS LANTERN PUB & GRILL, CHIPPEWA FALLS, WI

*Cook, Nov 2019 – August 2021*

- Clean food preparation equipment, work areas, and counters or tables.
- Grill and garnish hamburgers or other meats such as steaks and chops.
- Restock kitchen supplies, rotate food, and stamp the time and date on food in coolers.
- Plan work on orders so that items served together are finished at the same time.
- Grill, cook, and fry foods such as french fries and appetizers.

### THE LANDMARK, AMHERST, WI

*Barista/Cook, Jul 2019 - Mar 2020*

- Season and cook food according to recipes or personal judgment and experience.
- Bake breads, rolls, cakes, and pastries.
- Prepare or serve hot or cold beverages, such as coffee, espresso drinks, blended coffees, or teas.

### US ARMY, FORT SILL, OK

*Soldier, Apr 2010 - Jun 2012*

- Answer telephones and give information to callers, take messages, or transfer calls to appropriate individuals.
- Set up and maintain paper and electronic filing systems for records, correspondence, and other material.
- Complete forms in accordance with company procedures.
- Compose, type, and distribute meeting notes, routine correspondence, and reports.

### TGI FRIDAY'S, MADISON, WI

*Bartender, Apr 2008 - Apr 2010*

- Serve snacks or food items to customers seated at the bar.
- Mix ingredients, such as liquor, soda, water, sugar, and bitters, to prepare cocktails and other drinks.
- Collect money for drinks served.

SPLASH'S RESTAURANT, FRIENDSHIP, WI

*Waitress, May 2005 - Apr 2008*

- Collect payments from customers.
- Write patrons' food orders on order slips, memorize orders, or enter orders into computers for transmittal to kitchen staff.
- Roll silverware, set up food stations or set up dining areas to prepare for the next shift or for large parties.
- Assist host or hostess by answering phones to take reservations or to-go orders, and by greeting, seating, and thanking guests.

E D U C A T I O N

MESA COMMUNITY COLLEGE

MESA, AZ

*Completing Coursework Towards Associate's in Science with Emphasis in Information Technology*

*August 2020-Current*

- Awards & Honors: Honors Program

RIO SALADO COLLEGE

PHOENIX, AZ

*Completed coursework towards Quality Customer Service Business (Nov 2017)*

ADAMS-FRIENDSHIP HIGH SCHOOL

ADAMS, WI

*High School Diploma (May 2006)*

- GPA: 3.8
- Awards & Honors: Top Ten Percent
- Extracurricular Activities: HOSA Secretary, Student Council Treasurer, Science Olympiad, National Honor Society (NHS), Dance Team Captain

A D D I T I O N A L   S K I L L S

- Computer Typing Skills
- Knowledgeable about Microsoft Word, Excel, Powerpoint, and Office
- Positive Attitude and able to resolve customer issues

C R E D E N T I A L S   A N D   L I C E N S E S

- Certified Peer Specialist