

Kayla A. Lynch

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Work Experience

Center Director, Code Ninjas; June 2020 – Present

- Manage team, projects, and client needs.
- Organize and lead meetings.
- Resolve client complaints.
- Develop and implement new projects, curriculum and protocols. Monitor and track center performance, revenue, expenses, and fee collection.
- Acquire new clients through Cold calling and following up with leads.
- Maintain staff schedule.
- Create marketing flyers.
- Demonstrate and uphold a high level of staff morale and spirit; ensure the professional appearance of Center employees.

Lead Tutor, Sylvan Learning; May 2018 - 2020

- Administered skills assessment, analyzed test results, and completed summaries.
- Trained, managed, motivated, and developed center employees.
- Created and maintained a staff schedule.
- Assisted with phone, email, and in person marketing activities.
- Taught and administered Sylvan-based programs.
- Supervised, interacted with, and encouraged students during instruction.
- Communicated student needs to the Directors.
- Created training tools for onboarding new staff.

Customer Service & Cashier, Target; March 2015 - 2017

- Answered phone calls from customers and other stores.
- Took initiative during slow times to restock, or other assigned tasks by supervisor.
- Problem solving for customers and employees.
- Worked as part of a team to resolve customer concerns in a positive and helpful manner.
- Used sales tactics to reach established goals of selling Red Cards.

SUMMARY

I am a motivated team player with proven experience in expertly managing and improving relationships with current clients as well as establishing new clients. I have expertise ranging from sales to leadership to administration and more. I am seeking an exciting opportunity to both utilize and expand my current skill set while growing within a company. I am a strong communicatory who is eager and passionate for a customer support position.

EXPERTISE

Customer Support	=====
Problem Resolution	=====
Sales	=====
MS Office	=====
Team Development	=====

Education

University of North Carolina at Charlotte.

May 2020. Charlotte, NC

Bachelors of Art

English Major