


About Me


Hard working team player seeking a position that will allow personal and professional growth while utilizing my excellent interpersonal and communication skills.

Kayla Ball

Web Developer in Training

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Experience

❖ Manager | Buffalo Wild Wings | 12/2018 – 09/2021

- Managed multiple projects and staff member congruently. Delegated employee responsibilities to improve efficiency and customer service. Created scheduling for staff of at least 10.
- Oversaw business operations. Ran and logged paperwork at beginning and end of shifts. Stocked and logged inventory for proper re-ordering.
 - Anticipated and resolved issues that may have occurred on a shift. Filled multiple roles during shortages.
- Collected checkouts/drawers and accurately logged into computer system. Was entrusted to close the restaurant on my own. Locked/Unlocked doors and armed/unarmed alarms to ensure safety preservation.
 - Consistently received positive feedback from staff I managed on dependability and coaching skills.

❖ Server/Bartender/Hostess | Buffalo Wild Wings | 01/2016-12/2018

- Greeted guests within company standards. Gathered, prepared and delivered drink and food in a timely manner. Promoted marketing programs and soft sold specialty menu items.
 - Checked and restocked depleted items. Cleaned to sanitary standards.
 - Ensured pleasurable experiences by building rapport with guests.

❖ Guest Services Manager | Sugar River Pizza | 01/2021 – 09/2021

- Greeted guests, gathered, prepared and delivered drink and food orders in a timely manner. Ensured pleasurable experiences by building rapport with guests.
- Oversaw business operations. Delegated employee responsibilities to improve efficiency and customer service. Anticipated and resolved issues that may have occurred during a shift. Locked/Unlocked doors to ensure safety preservation.
- Checked and restocked depleted items. Promoted marketing programs and soft sold specialty menu items. Cleaned to sanitary standards.
- Collected and counted checkouts/drawers. Managed multiple projects and staff members congruently.

Skills

HTML, CSS, Beginner
Javascript, Microsoft
Office, iWork,

Education

Technology Certificate | Currently Enrolled | Yweb Career Academy
Cohort

HS Diploma | 02/2004 | Wauwatosa East High School

Safe Alcohol Certificate | 01/2019 | Servsafe

Safe Food Handling & Preparation Certificate | 01/2020 | Servsafe

Technical Support Fundamentals Certificate | 01/2022 | Coursera

References Upon Request