


Web Developer


Creative and passionate professional with an excellent work ethic. Focused on bringing my interpersonal, technical and technological skills to the IT industry and creating innovative solutions for users and clients.

Kayla

Ball

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 KBMKE

Skills

HTML | CSS | Javascript | Microsoft Office | iWork | | Google Suite | Agile Methodology | Project Management | Problem Solving | Customer Service | Communication Skills | Acrobat | Adobe Creative Cloud | Procreate

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

Experience

Manager | Buffalo Wild Wings | Madison, WI | 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.
- Greeted guests, gathered, prepared and delivered drink and food orders in a timely manner. Ensured pleasurable experiences by building rapport with guests.
- Consistently received positive feedback from staff I managed on dependability and coaching skills.

Server/Bartender/Hostess | Buffalo Wild Wings | Monona, WI & Madison, WI 01/2016-12/2018

- Ensured pleasurable experiences by building rapport with guests.
- 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.

Guest Services Manager | Sugar River Pizza | Sun Prairie, WI | 01/2021 – 09/2021

- 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.
- Collected and counted checkouts/drawers. Managed multiple projects and staff members congruently.
- 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.

References Upon Request