

Kelly Hilbert

k.hilbert.47@gmail.com, (847)-873-4222

OBJECTIVE

To utilize my creativity and organizational skills to become part of an encouraging and collaborating team within an exciting startup.

CERTIFICATIONS

***CareerFoundry**

Frontend Development Certification, Expected March 2021

RELATIVE WORK EXPERIENCE

***Roth Industries, Buttermilk Eatery/Bourbon Brothers, Colorado Springs, CO**

Assistant General Manager, May 2020 - Dec 2020

- Handled and filed all federal and state tax documentation pertaining to all current and past employees.
- Fielded customer complaints and utilized comments to make improvements on menu, customer service, and policies within the restaurant.
- Curated all current policy documents including sick policy, dress code, and protocols for daily restaurant endeavors specific to each job
- Spearheaded an entire week of training for the grand opening of the restaurant following all COVID-19 rules and regulations

Server, Bartender, July 2018 - May 2020

- Cultivated bonds with customers to maintain loyal client base
- Mentored and trained new hires in both positions on all business protocols
- Excelled in a customer service industry, improving on and utilizing public speaking skills

SKILLS

- JavaScript
- HTML
- CSS
- Public Speaking
- Word, Excel, Powerpoint
- Internal Training

HOBBIES

- This is Your Life Podcast, created a podcast aimed towards improving ourselves as individuals as well as bettering our interactions with those around us
- Shop Reverie, began an environmentally friendly online clothing boutique specializing in vintage curated items and reinvented pieces

REFERENCES

Benjamin Hemingway - Manager - (612)-499-1123

Haley LaRose - Co-Manager - (860)-576-0995