

**Kayley Kincheloe**

Acworth, Ga • (229) 364-0724 • kkincheloe2003@gmail.com

**Summary:**

Self- motivated problem solver seeking entry-level opportunities to expand skills while facilitating company growth. Currently in school seeking to learn Software Engineering. Experienced in sales and customer service and continuously wanting to expand my knowledge and skills. Eager to build a long-term career, enhancing my educational skills in a dynamic workplace.

**Work Experience**

**Truett's Chick-Fil-A**

*Team Lead – December 2022– September 2023*

A hard-working team player helping to improve the work of others. This role requires leading a team of 10+ employees into their designated positions while also keeping in mind their strengths and weaknesses. I have to make sure the shift runs smoothly to get everyone clocked out on time.

- Mentored and trained new hires while promoting a healthy work environment
- Supported new store openings by training employees in an out of state Grand Opening
- Teamed up with kitchen leads to prioritize order accuracy, fast customer service and outstanding customer satisfaction
- Resolving customer issues promptly and ensuring a positive dining experience
- Spot cleaning tables after guests have left
- Checking in on guests in the dining room to make sure everything had turned out well

**Dick's Sporting Goods**

*Cashier/ Fitness Associate – June 2022– December 2022*

An understanding achiever always faced with difficult questions from the customers. This role requires knowledge of everything we sell in stores from clothing to workout equipment. I have experience as a cashier, team sports associate, and fitness associate.

- Always folding clothes to help the apparel associates while the front end is slow
- Wiped high touch areas every hour
- Made sure all items that I scanned were the correct price
- Greeted people at the door and asked if they needed help finding anything

- Answered any questions a customer had about fitness equipment
- Sold treadmills, workout bikes, dumbbells, lifting equipment, and workout benches
- Ordered anything online for the customer that was out of stock in store
- Helped locate merchandise in the store for customer
- Loaded heavy equipment into cars or trucks for the customer

## **Chick-Fil-A**

*Team Member – August 2020 – June 2022*

An active listening and compassionate worker with experience facing difficult challenges in a very busy fast food restaurant. This role requires quick decision-making and an organized work environment at all times. I have experience in both the dining room and kitchen

- Looked for ways to stay active by always cleaning or stocking anything that needed to be replenished
- Wiped tables down after guests left to prepare tables for more guests to come
- Made sure each table was sanitized along with food trays to ensure the guests safety
- Gave a warm welcome to each guest that walked through the doors and engaged in conversation
- Stored food in designated containers whether they were in the freezer or refrigerator
- Made sure food was prepared in the correct and food safety manor
- Took temperature of cooked chicken to make sure it was able to be served
- Kept raw chicken areas clean and away from cooked chicken to prevent cross contamination
- Prepared food from scratch for guests

## **Education:**

General Assembly – 2023 - present

Kennesaw State University – 2021- 2022

Lee County High School – Graduated 2021