

Kera Wicker

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SUMMARY

Ambitious aspiring software developer with a background in business and leadership. I am thankful for any opportunity to learn and prosper. I thrive in high pressure situations and always try to improve myself by learning new operating systems and always being a team player.

SKILLS

- Document control
- Schedule and calendar management
- Product and service understanding
- Administrative duties
- Skilled in Microsoft Word
- Meeting planning
- Proofreading
- Strong problem solver
- Team management
- Business operations
- MS Office
- Communications
- Supervision
- Customer service
- Organization

Experience:

Apprentice, Base Camp Coding Academy- Graduate Institute, September 2023- Current

Medical Record Specialist, Internal Medicine and Pediatric Clinic, November 2022- Current

Team Leader Manager, Chick-Fil-A, 2016-2022

Tupelo, MS

- Oversaw daily workloads and workflow for smooth operations.
- Initiated training sessions and coached employees to develop effective staff.
- Solved problems, handled escalated issues and mitigated risks.
- Supervised and monitored team productivity by observing daily activities such as Handling Customers, Handling money drawers, comply with COVID 19 regulations, etc. • Delegated work assignments and prioritized tasks.
- Conducted regular employee performance evaluations to offer constructive feedback and solutions to propel improvements and growth.
- Streamlined efficiency, reduced labor hours and boosted profitability to optimize overall productivity.
- Collaborated with staff to maximize customer satisfaction, streamline procedures and improve bottom-line profitability.
- Handled over \$ 10,000 in funds each day in fast-paced Food Service environment. • Completed thorough opening, closing and shift change functions to maintain operational standards each day.
- Cross-trained in every store role to maximize operational knowledge.
- Strengthened operational efficiencies and traceability, developing organizational filing systems for confidential client records and reports.

EDUCATION AND TRAINING

High School Diploma

Saltillo High School, Saltillo MS May 2018

Associate of Arts

Accounting, Itawamba Community College, Fulton MS December 2019

Bachelor of Arts

Business Administration , University of Mississippi, University MS