

# Kendra Wing

## Customer Service and Tech Savvy Professional

Aurora, CO 80010

[kendrawingpro@icloud.com](mailto:kendrawingpro@icloud.com)

7203354482

Utilizing my skills and experience to advance my career.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

## Work Experience

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### Clerical Assistant

City of Aurora, CO - Aurora, CO

July 2017 to July 2020

- Used various computer applications and programs to do different projects for the recreation centers
- Assisted guests and helped out with a variety of questions
- Answered phones, used copy & fax
- Responsible for opening and closing various centers

### Instructor IV

City of Aurora, CO - Aurora, CO

January 2018 to October 2018

- Computer Class Instructor for the City of Aurora Recreation Department. I have taught Microsoft Word Classes, Intro to Windows 10, Computer Basics, & Facebook 101.

### Customer Service Representative

Enterprise Holdings - Denver, CO

July 2015 to October 2016

#### Responsibilities

Responsible for assisting customer by typing them up on the computer and walking them to their vehicle. Returned customers cars and provided any additional assistance for them.

#### Accomplishments

I significantly helped the Graveyard Team by being responsible for multiple tasks.

#### Skills Used

Customer Service Skills, Sales Skills, Computer and electronic skills.

### Sales Associate

Bed Bath & Beyond

January 2014 to October 2014

Greet customers and ascertain what each customer wants or needs.

- Describe merchandise and explain use, operation, and care of merchandise to customers.
- Recommend, select, and help locate or obtain merchandise based on customer needs and desires.

- Answer questions regarding the store and its merchandise.
- Maintain knowledge of current sales and promotions, policies regarding payment and exchanges, and security practices.
- Demonstrate use or operation of merchandise.
- Place special orders or call other stores to find desired items.
- Clean shelves, counters, and tables.
- Improved customer satisfaction and provide detailed information about products.

## **Cook**

Movie Tavern

September 2013 to January 2014

Inspect and clean food preparation areas, such as equipment and work surfaces, or serving areas to ensure safe and sanitary food-handling practices.

- Ensure food is stored and cooked at correct temperature by regulating temperature of ovens, broilers, grills, and roasters.
- Ensure freshness of food and ingredients by checking for quality, keeping track of old and new items, and rotating stock.
- Turn or stir foods to ensure even cooking.
- Season and cook food according to recipes or personal judgment and experience.
- Weigh, measure, and mix ingredients according to recipes or personal judgment, using various kitchen utensils and equipment.
- Made and served well prepared and cooked food to guests.

## **Team Member**

Jimmy John's

June 2013 to September 2013

Maintain sanitation, health, and safety standards in work areas.

- Receive payment by cash, check, credit cards, vouchers, or automatic debits.
- Greet customers entering establishments.
- Stock shelves, and mark prices on shelves and items.
- Maintain clean and orderly checkout areas and complete other general cleaning duties, such as mopping floors and emptying trash cans.
- Count money in cash drawers at the beginning of shifts to ensure that amounts are correct and that there is adequate change.
- Responsible for providing a good and efficient experience for our guests.

## Education

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### **Associate in Computer Support**

Arapahoe Community College - Littleton, CO

August 2019 to Present

### **Certificate in Computer Information Systems**

Community College of Aurora - Aurora, CO

March 2018 to June 2019

### **Certificate in Computer Networking**

Emily Griffith Technical College - Denver, CO

March 2017 to August 2017

## **Diploma in HS Diploma**

Emily Griffith HS - Denver, CO

May 2015

## Skills

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- Microsoft Programming Suite Experienced (10+ years)
- Data Entry (2 years)
- Customer Service (6 years)
- Clerical and Administrative (3 years)
- retail sales
- Teaching (1 year)
- Microsoft Word (10+ years)
- Organizational Skills
- Microsoft Excel (10+ years)
- Customer Service Skills
- problem solving (10+ years)
- Front Desk (3 years)
- Troubleshooting (10+ years)
- Photoshop
- Microsoft Windows
- Active Directory
- Desktop Support
- Technical Support
- Operating Systems
- Help Desk

## Links

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<http://kendrawing.myportfolio.com>

<https://www.linkedin.com/in/kendrawing>

## Assessments

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### **Customer Focus & Orientation — Highly Proficient**

May 2019

Responding to customer situations with sensitivity.

Full results: [Highly Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

## Additional Information

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- Trained and experienced in numerous computer applications and systems.
- Very knowledgeable in small appliances, cookware, and kitchen gadgets.