
Kyla Rodriguez

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PROFESSIONAL SUMMARY

Agile and adaptable group leader with a stellar customer service and document management history, a motivational approach, and an upbeat personality.

SKILLS

- Customer service
- Team management
- Team building
- Supervision
- Communications
- MS Office
- Organization
- Problem resolution
- Project organization

EDUCATION

Biology - Associate of Arts - 2021

Broward College - A. Hugh Adams Central Campus - Davie, FL

WORK HISTORY

Front End Sales Associate - October, 2021 to Present

Target - Davie, FL

- Developed product knowledge to ensure accurate information was provided to customers.
- Operated cash registers accurately and efficiently while managing transactions.
- Utilized problem solving abilities to resolve customer inquiries and complaints.
- Ensured compliance with company policies regarding returns, exchanges, refunds.
- Demonstrated excellent communication and interpersonal skills when dealing with customers.
- Collaborated with coworkers in order to provide exceptional customer service experience.
- Processed payments using various methods such as credit cards, gift cards, checks.
- Adhered to all safety regulations and protocols while handling products and equipment.
- Provided customer service to clients in a fast-paced retail environment.

Rentals Department Assistant Manager - April, 2021 to November, 2022

Flamingo Gardens - Davie, FL

- Managing incoming emails and phone calls
- Organizing appointments for potential clients
- Setting up and executing events (such as weddings, birthday, parties, and corporate events) efficiently
- Manage monthly income documents
- Manage and organize office documents
- Manage payments
- Performed various administrative tasks such as filing documents or creating presentations when needed.
- Assisted senior management with developing strategic plans for increasing profits and expanding services.

Shift Supervisor - November, 2015 to April, 2021

K1 Speed - Indoor Go Karts, Corporate Event Venue, Team Building Activities - Hollywood, FL

- Cash handling responsibilities such as preparation of tills and deposits
- Interaction with guests as well as ensuring excellent guest experiences
- Ensuring that cashiers follow correct cash handling procedures and continue to grow in such areas as sales and efficiency
- Ensuring that track operators run races safely and efficiently
- Ensuring that mechanics continually maintain karts in optimal condition
- Ensuring that all staff are strictly adhering to company policies and providing outstanding customer service
- Ordering and purchasing operation supplies, concessions, and retail merchandise
- Contributing to schedules and employee communications
- Managed store closing and opening procedures to ensure safety and security.
- Held team members accountable during shift by effectively coaching to improve performance.
- Coached team members, delivering candid feedback on expectations and performance.
- Oversaw shift operations to create quality products that met company standards.