

Janah Kirby

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OBJECTIVE

I am seeking a competitive and challenging environment where I can utilize my talent and skills to contribute to the success of your company while establishing a long term career relationship.

EDUCATION

Wilson Community Technical College
Associates of Arts and Transfer

Wilson, NC
GPA – 3.4 May 2015

The University of North Carolina at Greensboro
Bachelor of Science in Information Systems and Supply Chain Management, Business Administration,
Greensboro, NC
May 2018

WORK EXPERIENCE

Marshalls

Greensboro, NC

Sales Associate

September 2015 – September 2016

- Deliver outstanding customer service by actively seeking out customers to assess their needs and provide assistance
- Maintain the in-stock condition of assigned areas, and ensure that the areas are clean, shopper friendly, and safe.
- Aid customers in locating merchandise in store and generate sales
- Participate in the processing of new shipments

Dunkin Donuts

Wilson, NC

Shift Manager

December 2014 – July 2015

- Oversee the staffing, scheduling, and on-site training for crew members assigned to his/her shift while fostering an environment where all employees are treated with respect and dignity, and emphasizing open communication throughout the team so that business goals are actively clarified.
- Prepare and distribute daily shift summary of any matters occurring during shift for review by all Shift Managers and Store Manager.
- Be knowledgeable of, and ensure compliance with company policies, procedures and regulatory requirements to ensure safe, efficient, and compliant facility operation.
- Conduct performance reviews to provide production team members and team leaders with constructive feedback in order to improve their skills and performance.

Crew Member

- Provide fast, friendly, accurate, and safe service to customers in purchase and/or return transactions with a pleasant tone, and clear voice.
- Follow policies and procedures regarding cash handling, balancing store safe, and balance drawers to ensure accuracy and to prevent mistakes.
- Stocks merchandise onto shelves for customer availability; requires sorting and staging of merchandise to sales floor and building features for promotions

INTERNSHIP EXPERIENCE

HQ Greensboro

Greensboro, NC

Marketing Intern

September 2016 – Present

- Collaborate with Sales, Marketing, and Event teams to support the company in database management, blog writing, marketing, social media, and client relationship management.
- Help develop, organize and execute marketing events (parties, workshops), conferences, and press events for cliental, including post-event follow up.
- Manage front desk / welcome visitors and provide general administration support.
- Performs outbound calls to potential cliental to inform of business services and products, as well as inbound calls to schedule tours of office spaces and effectively interest future clients.

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SKILLS AND ABILITIES

Management: Ability to monitor administrative/operational problems or procedures and provides status reports including conclusions and insights on such problems

Sales: Experienced in promoting, selling, marketing and servicing products produced sold and distributed by establishment.

Communication: Capable of overseeing overall communications, including internal communications to employees.

Computer/Programming: Knowledgeable of Microsoft Suite, HTML, CSS, JAVASCRIPT, JAVA, SQL, VISUAL BASIC, POS Systems, Adobe Photoshop.

AWARDS AND RECOGNITION

Employee of the Month

Dunkin Donuts