

# KAELEY MICKENNA HARTHUN

Louisville, KY

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## PROFESSIONAL SUMMARY

Motivated and goal-oriented professional seeking to launch a career in sales. Reliable and adaptable with a strong work ethic, experience in customer service and team management, and a commitment to exceeding expectations.

## EDUCATION

### Bachelor of Science in Psychology

University of Louisville

December 2025

GPA: 3.82

Magna Cum Laude

### High-School Diploma

Bullitt East High School

May 2022

GPA: 4.1

Magna Cum Laude

## SKILLS

- Customer Service & Client Relations
- Sales & Upselling Techniques
- Leadership & Team Supervision
- Organization & Time Management
- Conflict Resolution & Problem Solving
- Communication (Verbal & Written)
- Microsoft Office Suite
- HTML & CSS | AI-Assisted Coding
- Data Visualization (Intel)
- UX/UI & Prototyping (L'Oréal)
- AI Professional Skills (OpenAI)
- Intercultural & Global Team Collaboration

## EXPERIENCE

### Oct '25 - Current LOGISTICS ACCOUNT EXECUTIVE TRAINEE

TOTAL QAULITY LOGISTICS, LLC — LOUISVILLE, KY

- Consistently exceeded training performance benchmarks by 5–10% above company average, demonstrating strong work ethic and rapid skill adoption
- Performed high-volume cold calling and outbound prospecting to identify and qualify potential customers
- Built foundational sales skills across the full sales process, including lead qualification, needs discovery, and follow-up
- Demonstrated coachability by quickly incorporating feedback and applying new sales techniques in live prospecting environments
- Actively collaborated with senior team members to learn best practices in negotiation, relationship management, and account growth

### June '23- July '25 FRONT LINE SUPERVISOR & ADMINISTRATIVE ASSISTANT

UNITED PARCEL SERVICE (UPS) – LOUISVILLE, KY

- Supervised daily operations and led a team of 15+ employees to ensure on-time package processing and delivery.
- Trained and coached staff on productivity goals, safety standards, and customer service best practices.
- Collaborated with cross-functional teams to resolve logistics issues and maintain service quality.
- Strengthened organizational efficiency by implementing process improvements that reduced delays.

## CERTIFICATIONS

GLOBAL CAREER ACCELERATOR PROGRAM – UNIVERSITY OF LOUISVILLE | AUG 2025 – DEC 2025

- Intercultural Skills Certification
- UX/UI & Prototyping Certification (L'Oréal)
- Data Visualization Certification (Intel)
- AI Professional Skills Certification (OpenAI)