**Josclyn Flynn**

[JosclynF@gmail.com](mailto:JosclynF@gmail.com) | (813) 618-0761 | Orlando, FL 34756 (Location Independent)

**Work Experience**

**Hotel Information Services Inc (H.I.S. Inc) Remote**

*Marketing Research Analyst Jan 2019-Present*

* Slashed product output time 25% by collaborating with IT department to redesign and implement internal research database.
* Holds fastest turn-around time for portfolio completion, while maintaining accuracy and thoroughness.
* Logs and categorizes hotel marketing research data and compiles for quarterly budgeting reports and assessments.

**Kelly Services Remote**

*Team Leader Apple iOS Chat Technical Support July 2017-Jan 2018*

* Diagnosed and resolved technical inquiries related to iPhone, iPod Touch, iPad Pro, and Apple Watch devices
* Coached and motivated team members to exceed call center metric targets for customer satisfaction and average handle time by 10%
* Supported co-workers as a subject matter expert in iOS and provided assistance for consultations

**I’Raise Girls & Boys International Remote**

*Human Resources Specialist Volunteer Jan 2017-July 2017*

* Developed a new system for organizing personnel files and new-hire paperwork to reduce overall onboarding time.
* Created job descriptions and posted job openings to attract candidates and build a recruiting database
* Conducted preliminary phone interviews and scheduled follow-ups with Hiring Manager for potential mentors

**QKids Remote**

*Elementary ESL Teacher Aug 2016-July 2017*

* Planned and organized age-appropriate instruction in the English language using web-based software
* Coached new teachers by providing technical support for software.
* Achieved an above-average performance rating by parents and students

**Hilton Worldwide Remote**

*Virtual Reservations Sales Specialist Dec 2014-Apr 2016*

* Used persuasive sales ability to book customized hotel reservations via phone
* Exceeded customer service KPI standards for entire duration of employment.
* Received multiple bonuses for surpassing sales goals, despite working remotely

**Capital Bank Clarksville, TN**

*Head Teller Feb 2012-June 2013*

* Managed branch currency levels and facilitated vault auditing.
* Supervised and mentored small group of paraprofessional staff while providing training to comply with all regulatory and security policies.
* Led the branch in most referrals for new accounts across a 3-month period.
* Advised account holders on bank products to increase their financial wealth.

**Sunglass International Orlando, FL**

*Sales Associate May 2008-Jun 2010*

* Achieved top 5% tier sales status within 6 months of hire and maintained for entire duration of employment
* Increased sales 17% by redesigning and upgrading merchandise displays across 2 locations.
* Doubled high-end product demand by expanding inventory selection to reflect trends.

**Education Experience**

**University of Central Florida Orlando, Florida**

*Bachelor of Science, Major in Criminal Justice May 2011*

**Penn Foster College Virtual Campus**

*Associate of Science, Major in Accounting July 2014*

**Professional Development**

*Certificates*

* **Human Resources Management**
  + Specialized in the recruitment, selection and onboarding processes. Developed insight into attracting high-quality candidates through referral recruiting, writing job descriptions, leveraging social media and hiring analytics.

*Skills*

* Data Analysis and Data Entry (Advanced Excel)
* CRM (Salesforce, Zendesk)
* Marketing (Hubspot)
* G Suite Expert
* MS Office (Word, Excel, PowerPoint, OneNote)
* Human Resources and Recruiting
* Onboarding and Training
* Typing 65WPM
* Live Chat and Technical Support