

# SANIYYA MCCLENDON

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**OBJECTIVE** | As a passionate and reliable individual, I am interested in expanding my professional horizons with new challenges as a member of your team.

## **SKILLS, ABILITIES, AND DESIRE**

- ❖ 10+ years of experience in customer service
- ❖ 3+ years of management in customer service
- ❖ Thirst for knowledge and knew challenges
- ❖ Experience working with Microsoft office
- ❖ Received my Associates of Arts in Leadership Studies (Elementary Education) from William Penn University in August of 2017

## **EXPERIENCE** | **SERVICE AND ENGAGEMENT TEAM LEAD TARGET** JUNE 2019 – SEPTEMBER 2022

- ❖ Creatively solved guest problems to ensure a positive shopping experience
- ❖ Inspired a team of 10 – 15 people daily to ensure our guests find the joy of everyday life when shopping with us
- ❖ Cultivated an environment of growth
- ❖ Monitored and advised on multiple individual development plans
- ❖ Created an environment of service excellence for our guests
- ❖ Supervise cleaning procedures
- ❖ Monitor and manage net promoter scores

## **SERVICE ADVOCATE TEAM MEMBER TARGET** MAY 2018 – JUNE 2019

- ❖ Complete in-store returns
- ❖ Assist guests with online orders
- ❖ Maintain professional guest service standards
- ❖ Maintain a clean and friendly work environment

## **PARAPROFESSIONAL EIBER ELEMENTARY SCHOOL** FEBRUARY 2018 – DECEMBER 2018

- ❖ Assist teachers with office work
- ❖ Supervise students during recess and lunch
- ❖ Assist students with their schoolwork
- ❖ Lead small reading, math, and science groups of students

**SALES FLOOR ASSOCIATE (SEASONAL) TJ MXX**  
NOVEMBER 2017 – FEBRUARY 2018

- ❖ Maintain a professional work environment
- ❖ Organize the back room
- ❖ Push merchandise onto the sales floor in a timely manner
- ❖ Take direct instruction daily

**FORECLOSURE SALES SPECIALIST THE SAYER LAW GROUP, P.C.**  
JUNE 2016 – AUGUST 2017

- ❖ Correspond with all sixty-four public trustees in Colorado
- ❖ Draft foreclosure sale bids and cure statements
- ❖ Maintain a professional work environment
- ❖ Expand knowledge in real estate law daily
- ❖ Communicate with members of multiple real estate lending companies, Veterans Administration professionals, and auction vending sites

**EDUCATION | WILLIAM PENN UNIVERSITY, OSKALOOSA, IA**  
ELEMENTARY EDUCATION MAJOR

I received my associates of arts in leadership studies from William Penn University in August of 2017.

**EAST HIGH SCHOOL, SIOUX CITY, IA**  
HIGH SCHOOL DIPLOMA

I graduated with honors in May 2015.

**REFERENCES | RICKY TABUCHI, MANGER**  
TARGET

(307) 389-7798

**EZANA TEFAMARIAM, MANAGER**  
TARGET

(720) 786-9046

**CHRISTIANA MARTINEZ, PEER**  
TARGET

(913) 265-2344

**JASMINE DECKER**, FRIEND  
EAST HIGH

(712) 490-9781