

KYRA SMITH

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PH: [REDACTED] (MOBILE)

Leadership *Interpersonal Skills* Training and Development

Diverse**Focused ** Team Player**Intuitive**Detailed** Exceptional Customer Service Skills **Cash Handling Skills** Supervisory Cash Experience**Community Service Oriented

Skills

**Proficient in
Microsoft Office: WORD,
EXCEL, POWERPOINT,
ACCESS
*Call Center Experience
*Customer Service Sales
techniques
*Promotional strategies
*Data management
*Strong multitasking
*Appointment Scheduling
Follow-up Procedures

EDUCATION

Palm Beach State College

Lake Worth, FL

Degree: Associate Of Arts

Major: Business Administration

August

2021-Present

PROFESSIONAL EXPERIENCE

Southern 441 Nissan

Royal Palm Beach, FL

BDC Service Agent

April 2024-Present

- Provided exceptional service with knowledge of products and services.
- Assisted in resolving customer issues by competently responding to both internal and external customer requests.
- Managed multiple communication channels, including phone calls, emails, and online chat platforms, ensuring prompt responses to customer inquiries.

Walmart

Lake Park, FL

Personal Shopper

September 2023-April 2024

- Consistently meet deadlines and quality goals for accuracy and timeliness.
- Maintained high satisfaction ratings by completing orders quickly and making good selections for customers.
- Provided exceptional customer service by addressing any issues or concerns promptly, maintaining a positive reputation as a Personal Shopper.

Michael Kors

Palm Beach Lakes, FL

Sales Associate

July 2023- July 2024

- Handled cash transactions efficiently while adhering to company cash handling policies, ensuring accuracy in all financial exchanges.
- Build relationships with customers to encourage repeat business.
- Managed returns, exchanges and refunds in accordance with store policy.

Chick-fil-A

Royal Palm Beach, FL

Keyholder/Supervisor/ Cashier

October 2019- July 2023

- Set performance expectations for the team, monitoring progress towards goals and providing constructive feedback as needed.
 - Empowered team members by delegating responsibilities according to individual strengths and areas of expertise.
 - Managed conflict resolution among team members, fostering a positive and collaborative work environment.
 - Developed team members' skills through targeted coaching sessions, resulting in improved individual performance.
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