

# KALINA MICHAELS

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Desire the position in a fast-paced work environment, bringing a wealth of experience in performing general administrative duties, including administrative, general secretarial and technical services for managers, project teams, and clients.

## CORE SKILLS

- ❖ Excellent time management skills and ability to multi-task and prioritize work
- ❖ Microsoft Office
- ❖ Attention to detail and problem-solving
- ❖ Strong organizational and planning
- ❖ Handle sensitive information in a confidential manner
- ❖ Carry out administrative duties such as filing, typing, copying, scanning etc.
- ❖ Large cash/check deposits expert
- ❖ Inventory control, computer proficient
- ❖ Active listening skills, customer service expert
- ❖ Leadership skills

## EXPERIENCE

2020 – PRESENT

### LENE CONNECTS LLC

#### ADMINISTRATIVE ASSISTANT

Responsible for confidential and time sensitive material. Ability to effectively communicate via phone and email ensuring that all duties are completed accurately and delivered with high quality in a timely manner to the management team. Direct and lead the work of others. Rely on experience and judgment to plan and accomplish goals and a wide degree of creativity and latitude.

### SPROUTS

#### FRONT END SUPERVISOR

Delegated task to team members to optimize productivity. Supervised between 8-10 employees per shift. Communicated and exemplified the company's vision and goals. Forecasted, scheduled, and monitored labor to be consistent with store traffic. Followed proper procedures for handling tenders. Answered customers questions and addressed problems and complaints in person and via phone. Opened and closed the store, which included counting cash drawers.

## **SAMS CLUB**

### **CASHIER**

Balancing the cash register and general reports for credit and debit sales, accepting payments ensuring all prices and quantities are accurate. Processed refund and exchanges and resolved complaints. Packaged customer purchases in an organized fashion. Assisted with duties in other areas of the store by organizing shelf displays in various departments, assisted in the bakery by reordering products needed for displays. Notifying appropriate team members of any suspicious activities within the stores departments.

## **MASTER KIMS KOREAN BBQ**

### **HOSTESS/SERVER**

Energetic Hostess in providing world class customer service to guest. Highly skilled in planning service, work-flows, coordinating dining room staff, and managing patron reservations. Demonstrated success in working with restaurant staff to create a unique dining experience and upholding high quality standards. Communicated with kitchen staff, management, serving staff, and customers to ensure dinning details were handled properly and guest concerns promptly addressed.

## **EDUCATION**

HIGH SCHOOL: FAIRFAX 2018

KOREAN STUDIES: ONLINE

## **ACTIVITIES**

### **VOLUNTEER: SMALL HANDS BIG HEARTS PROJECT**

- Planned and organized two successful fundraising events, which raised the project over \$2,500 in total.
- Children's Learning Coach- create and manage the school routine , ensure students learns their school materials and communicate with cyber school teachers when necessary.