

Kathryn Celidonio

Allow me the pleasure of showing you why you want to hire me!!

Canyon Country, CA 91351

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Highly intuitive & emotionally intelligent. A deeply rooted Empath to the core. Currently on a quest to find new challenges .seeking advancement in all areas of life professional development and skill set. Proactive, Punctual, Ethical with excellent leadership and Stellar Customer service abilities. Driven by an undying passion for customer centered services and relations. extensive background and skill set in retail operations, logistics+Supply & demand, inventory management, Accounting, Cash office, DSD shipping and receiving . positive can do attitude., take pride in a job well done. Ability to multi-task while maintaining extremely high level of accuracy. As well as having a Eagle eye for precision to the smallest details.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

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Work Experience

Executive Personal Assistant & Driver

PEB, Inc. - Santa Clarita, CA

September 2013 to Present

Work performed varied daily based on the needs of the CFO and President (company owner) either personal or business related.

Duties consisted mainly of driving to and from all Appointments as quickly yet safely as possible. This role had a lot of heavy calendar management and time pressed scheduling crunches. Heavy shopping and other purchases in store as well as online. Daily marketing trips for supplies. Daily shipping deliveries and Truck loads of online orders and other incoming freight/packages etc. Managed extremely high dollar amount POs and shopping supplies as well as checked never ending pages of receipts and packaging lists for order accuracy and proper sizing etc. Organized verified and submitted return refund and exchange request to different online stores and vendors meanwhile meticulously paying attention to precise detail to make sure correct dollar amounts were refunded or other adjustments as needed. Lots of deposits withdrawals and other banking. Kept track of my own time sheets and hours worked along with expense and mileage tracking and other bookkeeping that was turned in weekly for payroll. frequent emails and follow up with Drs and personal shoppers at high end retailers. As well as for refunds and returns RMA #'s and return shipping labels or other correspondence as needed. pick ups, drop offs, deliveries, researching, invoicing, Billing, filing, pet& house cleaning and sitting. Sent fax and emails for bids and other vendors for contracts or proposals etc . Payroll, export&import heavy in and out going Mail and or freight. Organized and maintained clean and clutter free office storage unit and all household areas. Many over night hospital stays when needed for emotional and moral support.

A major accomplishment was the successful launch of an online eBay store which was a special project given to me to manage by the company owner directly. He gave a targeted sales goal of \$60,000 for his vintage WWII Willies military jeep collection. I created the whole vendor/seller account as well as imputed & listed all the items and prices for auction and buy it now etc. I also did the data entry of imputing

and furnishing all tracking numbers and was responsible for shipping out all the items per buyer and there destinations according to there purchases.also did any relistings of items when they didn't sell by duration of bid end date. All the items sold out in about 2.5-3 months time and the targeted sales goal was exceeded in total the store generated a total of \$80,000 in sales/profit there were only about 4 claims or refunds which had to be filled one of which was a fault on behalf of the courier shipping service that delivers and items and a second of claim which was buyer that was deemed at fault for having unknowingly changed shipping destination after the fact his purchase and other items had already been shipped out to destination that printed on label and that was shown on his profile

Customer Service Manager (CSM)

Walmart (supercenter &NHM) - Santa Clarita, CA
September 2008 to January 2017

Began as a temp seasonal hire for the holidays back in 08/2008,& was quickly promoted within the first month of being hired.In the 9yrs of employment for Walmart I was cross trained in just about all areas of the store from the sales floor and the back stock rooms. Over the years I was promoted 6 times throughout my journey and the knowledge and experience I have acquired has been invaluable operations,retail,sales,logistics, money services, customer services ,cash office and accounting.The list gos on. The positions I've held were the following..

- In stock grocery side and freezers first shift opening 7-4
- DSD Grocery Receiving+Reclamations
- Fabrics+crafts Dept manager
- Housewares Assoc.
- Pharmacy and HBA Assoc.
- Customer service MGR/operations
- HBA Dept MGR
- Cross trained in hardware for paint mixing
- Trained in the cash office and was the backup cash office associate and accounting
- List gos on

Education

Some college credits in General Studies

College of the Canyons - California
September 2002 to April 2004

High school diploma

Canyon High School - Canyon Country, CA
September 1999 to June 2002

Skills

- Caregiving
- Home care
- Personal assistant experience
- Nannying
- Administrative Experience

- Front Desk
- Customer service (9 years)
- Accounting (4 years)
- Invoicing (5 years)
- Housekeeping management (10+ years)
- Fashion styling (10+ years)
- Event planning (9 years)
- Operations management (10+ years)
- Inventory management (10+ years)
- Shipping & receiving (10+ years)
- Social media management (8 years)
- Conflict management (10+ years)
- Warehouse supervisor experience (10+ years)
- Auditing (9 years)
- Cash handling (9 years)
- Cashiering (9 years)
- Human Resources
- Office Management
- Logistics
- Driving
- Load & Unload
- Payroll
- Merchandising (9 years)
- Modular reset (10+ years)
- Delivery Driver Experience
- Warehouse Experience
- Order Fulfillment
- Purchasing
- Microsoft Office
- Laundry
- Maintenance
- Pet Sitting
- Supervising Experience
- Forecasting
- Guest services
- Hospitality
- POS
- Google Suite
- Digital marketing
- Customer relationship management

- Account management
- Time management
- Office manager experience
- Microsoft Excel
- Leadership
- Recruiting
- Research
- Organizational Skills
- Negotiation
- Project Management
- Warehouse distribution
- Data analysis skills
- Root cause analysis
- Retail management
- Banking
- Pricing
- Compliance Management
- Process Improvement
- Business Development
- Strategic Planning
- Supply chain (8 years)
- iOS
- Sales Management
- Customer support
- Retail, sales and customer support (10+ years)
- Computer Networking
- Clerical experience
- Communication skills
- Marketing
- Google Docs
- Phone etiquette
- EPA
- Spanish and English
- Fluent
- Auditing
- Typing
- Windows
- Bilingual
- Microsoft Word
- Writing skills

- Computer skills
- Heavy lifting
- English
- Freight
- Microsoft Outlook
- Filing
- Workday
- Microsoft Powerpoint
- Office experience
- Contracts
- Customer service
- Sales

Certifications and Licenses

CDL C

Driver's License

Assessments

Attention to detail — Proficient

January 2022

Identifying differences in materials, following instructions, and detecting details among distracting information

Full results: [Proficient](#)

Administrative assistant/receptionist — Proficient

January 2022

Using basic scheduling and organizational skills in an office setting

Full results: [Proficient](#)

Supervisory skills: Motivating & assessing employees — Proficient

February 2022

Motivating others to achieve objectives and identifying improvements or corrective actions

Full results: [Proficient](#)

Verbal communication — Proficient

February 2022

Speaking clearly, correctly, and concisely

Full results: [Proficient](#)

Learning agility — Proficient

June 2022

Learning and applying new information

Full results: [Proficient](#)

Customer service — Highly Proficient

July 2022

Identifying and resolving common customer issues

Full results: [Highly Proficient](#)

Basic computer skills — Proficient

August 2022

Performing basic computer operations and troubleshooting common problems

Full results: [Proficient](#)

Administrative assistant/receptionist — Proficient

January 2022

Using basic scheduling and organizational skills in an office setting

Full results: [Proficient](#)

Working with MS Word documents — Proficient

August 2022

Knowledge of various Microsoft Word features, functions, and techniques

Full results: [Proficient](#)

Teamwork: Interpersonal skills — Proficient

January 2022

Responding to challenging team situations at work

Full results: [Proficient](#)

Management & leadership skills: Impact & influence — Proficient

September 2022

Choosing the most effective strategy to inspire and influence others to meet business objectives

Full results: [Proficient](#)

Customer focus & orientation — Expert

September 2022

Responding to customer situations with sensitivity

Full results: [Expert](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.