

Jor'Dhyn Kennerson

8850 Long Point Rd Apt 7319, Houston, Texas / kennersonjordhyn@yahoo.com / 832-588-5126

Summary

Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals.

Experience

Office Depot

Office Assistant, Houston, Texas

05/2022 - Present

Provided clerical support, addressing routine and special requirements.

Produced high-quality communications for internal and external use.

Executed record filing system to improve document organization and management.

Managed data and correspondence to secure information across complex landscapes of organizational departments.

Maintained company handbook to outline policies and provide insights to company mission and values.

Interacted with customers by phone, email or in-person to provide information.

Developed correspondence letters, memos and emails.

Air Canada

Passenger Service Agent, Houston, Texas

02/2022 - 05/2022

Oversaw ticketing, gate and ramp services.

Escorted handicapped passengers from terminal to aircraft.

Announced flight status updates and information about gate changes over PA system.

Hired, trained and motivated employees to provide exceptional passenger care and support.

Tagged baggage and routed to appropriate location for loading and screening.

Checked in luggage and confirmed all carry-on items met federal guidelines.

Instructed passengers on safety and emergency procedures and answered all passenger inquiries.

Informed clients of essential travel information, such as travel times, transportation connections, medical and visa requirements to facilitate quality service.

Parker & Parker Learning Center

Teacher, Riverdale, Georgia

07/2021 - 01/2022

Communicated frequently with parents, students and faculty to provide feedback and discuss instructional strategies.

Planned and implemented integrated lessons to meet national standards.

Developed and implemented lesson plans that addressed general students as well as those with individualized 504 plans as part of integrated classroom.

Graded and evaluated student assignments, papers and course work.

Completed daily reports on attendance and disciplinary performance.

Supported student physical, mental and social development using classroom games and activities.

YMCA of Greater Houston Area

Before and After School Care Assistant, Pearland, Texas

07/2019 - 03/2020

Observed play activities to identify positive behaviors and areas in need of improvement, implementing behavior redirection where appropriate.

Applied positive behavior management techniques to enhance social interactions and emotional development.

Discussed programs policies and practices to families and visitors.

Engaged with children individually to encourage physical activity and academic curiosity.

Sanitized dishes, tabletops, toys and frequently touched surfaces to prevent spreading of germs.

Maintained daily records of children's individual activities, behaviors, meals and naps.

Maintained child-friendly environment by allowing frequent access to outdoor activities.

HCTRA

Toll Collector, Houston, Texas

08/2018 - 08/2019

Classified all vehicles passing through toll lanes in accordance with procedural requirements.

Collected tolls, provided change and issued receipts to motorists quickly to maintain traffic flow.

Operated toll collection equipment and processed toll payments accurately.

Operated cash register to record transactions accurately and efficiently.

Offered friendly and efficient service to customers, handled challenging situations with ease.

PAISD

Student Worker/Office Assistant, Port Arthur, Texas

08/2015 - 06/2016

Managed supplies, processed new orders and maintained inventory organization for team.

Greeted incoming office visitors, answered questions and directed individuals to office locations.

Offered quality clerical support to department personnel.

Produced high-quality communications for internal and external use.

Answered phone calls and routed callers to appropriate personnel.

Helped with administrative support by managing incoming calls, coordinating files and sorting mail.

Maintained excellent customer service and positive attitude towards guest, customers and fellow teammates.

Completed clerical tasks such as filing, copying and distributing mail.

Skills

advanced clerical knowledge, filing and data archiving, multi-line phone proficiency, sorting and labeling, office management, expense reporting, scheduling, performance improvement, office administration, invoice processing, mail handling, Administrative Support, employee training and development, Bookkeeping, Travel Coordination, team bonding, business administration, technical, travel administration

Education

Computer Engineering Technology

Texas Southern University, Houston, Texas

05/2024

Memorial High School, Port Arthur, Texas

06/2016