

Kiana Williams

Clinton, IA 52732
wkiana81@yahoo.com
563-241-2301

To obtain an entry-level position that promotes growth and development.

Authorized to work in the US for any employer

Work Experience

Production Operator

Nestle Purina - Clinton, IA
October 2020 to Present

Process machines to complete daily production needs.

Correctional Officer

Clinton County Sheriff's Office - Clinton, IA
August 2018 to Present

Enforce rules and keep order in the jail.

PSE Mail Processing Clerk

USPS - Clinton, IA
May 2020 to October 2020

Process all incoming and outgoing mail.

Direct Support Professional (DSP)

REM Iowa - Clinton, IA
July 2017 to October 2018

The Mentor Network (REM)/Clinton, IA/Direct Support Professional

- Provide opportunities for individuals to have choices, make decisions in daily living and their future goals (i.e. assist individual in day to day decisions).
- Assist/monitor/teach individuals(s) in budgeting skills.
- Assist individuals in building their self-esteem.

PSE Mail Processing Clerk

USPS Service - Moline, IL
September 2017 to June 2018

Process all incoming and outgoing mail.

Customer Service Associate

Kohl's Corporation - Clinton, IA
August 2016 to December 2017

- Prepares for customer inquiries by studying products, services, and customer service processes.
- Responds to customer inquiries by understanding inquiry; reviewing previous inquiries.

Caregiver

Helping Hands - Clinton, IA

June 2014 to August 2016

- Provides support to seniors and disabled adults with their daily activities in order to be able to be comfortable at home.
- Leads and supports activities such as shopping and errands, appointments, social visits, reminiscing, gardening, scrapbooking, board games, other interests clients may have.

Sales associate

OfficeMax - Clinton, IA

June 2012 to June 2014

Answered customers' queries and concerns.

-Recommended merchandise based on individual requirements

-Guide customers through the payment procedure by taking cash or processing credit cards in exchange of sold items.

Education

General

Clinton Community College - Clinton, IA

August 2016 to September 2018

Clinton High School - Clinton, IA

May 2013

Skills

- Customer Service (4 years)
- Time Management
- Cash Handling
- Cashier
- CPR
- Senior Care
- Law Enforcement
- Caregiving
- Security
- Meal Preparation

Certifications and Licenses

CPR/AED

August 2018

driver's license

Assessments

Customer Service Fit — Proficient

January 2020

Measures the traits that are important for high-quality customer service.

Full results: [Proficient](#)

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

Additional Information

Skills:

- Ability to multitask efficiently
- Ability to work in high-paced environment
- Ability to work in a team
- Ability to successfully diffuse tense situations