

Katie Jore
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Education

Western Technical College
Human Resource Management
Associate of Applied Science
Graduation anticipated Fall 2019

University of Wisconsin-Whitewater
General Studies
Fall 2012-Fall 2013

Experience

Culver's, Onalaska, WI
Restaurant Leader

August 2015-Present

- Maintain high standards of ethics and provide safety and protection, leadership, mentorship, direction, shift leadership, and growth opportunity to team members.
- Implement restaurant policies and procedures. Hold team members accountable for their actions.
- Ensure the accurate completion and follow through of all food safety practices.
- Perform restaurant opening and closing procedures. Responsible for restaurant cash management including proper cash handling technique.
- Concise and effective communication with entire leadership team using Bowe Business Group email system.

Sears, Onalaska, WI
Softlines Lead

November 2014-February 2015

- Served in supervisory role responsible for training and scheduling associates.
- Responsible for displaying, organizing, and maintaining cleanliness and presentation of merchandise in accordance with the Monthly Sales Planner.
- Maintained up-to-date, accurate signage to enhance customer shopping experience and promote sales.
- Answered manager pages and performed manager overrides on transactions storewide.

Hallmark, Onalaska, WI
Sales Associate

May 2014-September 2014

- Assisted customers and increased store revenue by upselling additional gift items.
- Responsible for setting up and optimizing display of products.
- Maintained store's weekly revenue report, evaluated the increase/decrease in overall sales for the week.
- Received and organized bills for payment by store manager.
- Performed cashier duties and promoted enrollment in Hallmark's reward member cards.

Red Balloon Child Care Center, La Crosse, WI**June 2013-August 2013**Assistant Teacher

- Assisted teachers in the direction of children ages 4-5 with learning, playing, eating, resting, and personal cleanliness.
- Oversaw the evening program for children ages 2-8 which consisted of gathering the remaining children in the closing room, feeding them dinner, and providing activities and games until they were picked up by a parent.
- Responsible for closing the center, including vacuuming, cleaning bathrooms, removing trash, shutting down air conditioning and lights, and locking the playground and the building.

Shopko, La Crosse, WI**October 2010-August 2012**Cashier

- Greeted customers in a polite and friendly manner and provided excellent customer service while accepting payments from customers and giving change and receipts.
- Demonstrated ability to answer questions and gave information regarding the store's products and policies in an accurate and customer-friendly way.

Skills and Strengths

- Servant leadership
- Risk management
- Performance management
- Coaching and mentoring
- Strong organizational skills
- Time management
- Creative problem solving and critical thinking
- Strong and efficient verbal and written communication
- Reliable
- Experience with Microsoft Word, PowerPoint, and Excel
- Responsibility
- Empathy
- Restorative
- Individualization
- Harmony