

# KAEFIER K. MCLEAN

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## PROFESSIONAL SUMMARY

Career Driven and Results Oriented individual known for accuracy, attention to detail and timeliness in effectively executing process changes to improve Operational efficiency.

Results-driven Management Consultant adept at helping companies improve operational efficiency, team productivity and employee motivation. Hands-on leader with exceptional organizational, critical thinking and prioritization skills. Offering over 10 years of related experience and a passion for contributing to business success.

High-Performing talent of management and supervising with 10 years of success in supporting staff with clerical expertise. Adept in minimizing expenditures by carefully managing inventory and securing the best travel rates. Accomplished in assisting staff with duties beyond those in the defined role.

## SKILLS

- Relationship Building & Rapport
- Proficient in SABRE, Microsoft, Excel, PowerPoint, Typing 45 wpm
- Customer Service Specialist
- Training and Mentoring
- Natural Leader
- Energetic and Enthusiastic
- Creative Problem Solver
- Proficient Learner
- Strategic Sales Knowledge
- Strong Verbal Communication
- Extremely Organized
- Staff Development
- Complex Problem Solving
- Friendly
- Administrative Experience
- Property Management
- Yieldstar Reports
- Onsite Knowledge
- Renovations
- Handling Permits

## EDUCATION

### **Eastern New Mexico University**

*Portales, New Mexico*

- Expected in 2021

**Bachelor of Science:**  
Business Administration

Deltona High School  
Deltona, FL

*High School Diploma*

## WORK HISTORY

### **Cortland Management -Assistant Community Manager**

*Atlanta, GA • 01/2019 - Current*

- Performed various administrative functions, including filing paperwork, handling work orders, posting rent, offering renewals along with managing community.
- Kept accurate records of all resident, tenant correspondence.
- Managed approximately 30 incoming calls, emails and faxes per day from customers.
- Checking Yieldstar on pricing and operating through Onsite with daily task.

### **Dymak USA - Sales Operations Specialist**

*Apopka, FL • 10/2018 - 12/2018*

- Enabled sales operations to run smoothly through effective management of all department's work-flow process
- Followed up with customers to collect information along with verify details
- Worked with Key Account Managers to process customers orders, that are sent from China, Vietnam, also India
- Reviewed daily tasks, responsibilities to make sure that it aligned with company's goals and strategy

### **ExpressJet Airlines (Regional Connection Carrier) - Flight Attendant**

*Atlanta, GA • 08/2014 - 10/2018*

- Explained, demonstrated safety and emergency procedures to passengers prior to takeoff
- Inspected the interior of the aircraft prior to, during and after flights to make sure emergency equipment was in place
- Complied with all airline and federal aviation regulations to ensure complete safety and security procedures were met
- Maintained a friendly, positive attitude when dealing with distressed passengers

### **Maycom Communications (Sprint) - Administrative/Sales Support Trainee**

ner

*Daytona Beach, FL • 06/2010 - 08/2014*

- Built and maintained successful relationships with service providers, dealers, and consumers.
- Developed new process for employee evaluation which in marked performance improvements.
- Reviewed incoming correspondence and determined the actions required and its priority.
- Performed accounts receivable duties including invoicing, researching charge backs, discrepancies and reconciliations.

Evergreen Sales & Marketing Inc. - Advertising Sales Rep/Lead  
*Daytona Beach, FL • 05/2009 - 06/2010*

- Targeted both offline and online consumers by designing a multi-pronged and comprehensive marketing strategy
- Developed sales leads, uncovered new business opportunities through prospecting and cold calling
- Sold non-traditional advertising in niche publications, commercial publications, digital platforms, and direct mail formats
- Calculated sales commission for sales team of 20+ reps