

KAYLEE COX

Moultrie, Ga. 31788
229-454-4091 - Kayleecx@gmail.com

PROFESSIONAL SUMMARY

I am a hard working employee who follows company rules. I am self motivated. Shows up to work 20 minutes early to ensure I have everything I may need ready to start the work day. I am willing to seek and maintain full-time position that offers professional challenges utilizing interpersonal skills, excellent time management and problem-solving skills.

ACCOMPLISHMENTS

- Supervised team of 12 staff members.
- Used Microsoft Excel to develop inventory tracking spreadsheets.

SKILLS

- | | |
|------------------------------------|--------------------------------|
| • Test Proctoring | • Credit and Cash Transactions |
| • Lesson Implementation | • Cash Register Systems |
| • Verbal and Written Communication | • Loading and Unloading |
| • Cash Counting Machine Operations | • Till Counting |
| • Product Knowledge | • Refunds and Exchanges |
| • Cash Drawer Management | • Customer Relationships |
| • Money Handling | |

WORK HISTORY

03/2022 to Current

Substitute Teacher

ESS – Moultrie, GA

- Followed classroom plans left by class teacher to continue student education and reinforce core concepts.
- Upheld classroom routines to support student environments and maintain consistent schedules.
- Kept students on-task with proactive behavior modification and positive reinforcement strategies.
- Repeatedly requested as substitute teacher by teachers based on excellent past referrals and trusted performance.

08/2021 to 02/2022 **Kennel Attendent**

Moultrie Colquitt County Humane Society – Moultrie, GA

- Monitored and maintained food and water of boarded animals according to animal dietary health guidelines.
- Mixed and administered special food formulas to individual animals based on unique dietary needs.
- Minimized animal injury risk by monitoring behaviors and eliminating safety hazards.
- Provided top-notch customer service to every customer and exceptional care to animals.
- Maintained animal health and wellbeing by brushing coat, trimming nails, cleaning ears, and providing other types of basic care.
- Cleaned and maintained kennel areas for optimized hygiene, including cages, runs and yards.

09/2016 to 02/2021 **Cashier Assistant Manager**

Save A Lot – Moultrie, GA

- Built positive relationships with customers to increase repeat business.
- Quickly and accurately counted drawers at start and end of each shift.
- Offered hands-on assistance to customers, assessing needs, and maintaining current knowledge of consumer preferences.
- Coached employees and trained on methods for handling various aspects of sales, complicated issues, and difficult customers.
- Oversaw employee performance, corrected problems, and increased efficiency to maintain productivity targets.
- Kept orderly and accurate accounting records by monitoring sales documentation.
- Resolved customer complaints quickly to maintain customer satisfaction.
- Trained cashiers on organizational policies, cash handling and customer service to maintain highly skilled team.
- Monitored inventory to keep store stocked with necessary items and avoid running out of in-demand products.

03/2014 to 01/2016 **Server Shift Leader**

IHOP – Milledgeville, GA

- Cultivated warm relationships with regular customers.
- Oversaw daily operations of service team, delegated tasks, and trained new staff.
- Handled customer complaints professionally, resolving issues through diplomatic acknowledgment and commitment to service.
- Displayed enthusiasm and promoted excellent service to customers, successfully increasing referrals, and walk-in business.

- Bussed and reset tables to keep dining room and work areas clean.
- Kept register accurate through correct billing, payment processing, and cash management practices.
- Handled table service and other dining room tasks to address shortfalls due to unexpected absences or unusual service volumes.
- Explained menu items and suggested appropriate options for food allergy concerns.
- Collaborated with kitchen staff to coordinate restaurant goals such as upselling certain items, addressing product availability issues and other communication concerns.
- Addressed and resolved customer conflicts with managed waitstaff, verifying satisfactory outcomes for involved parties.

01/2014 to 04/2014 **CSR**

Pizza Hut – Milledgeville, GA

Took phone orders

Waited tables

Restocked drinks, ice, and silverware

Cleaned restrooms

Handled complaints

09/2013 to 01/2014 **Cashier**

Pizza Hut

- Food Prep, CSR
- Reason for leaving – I accepted a job that offered more hours.

EDUCATION

05/2013

High School Diploma

Colquitt Co. High School - Moultrie, GA