

**KYRA SMITH**

[KYABSM@GMAIL.COM](mailto:KYABSM@GMAIL.COM)

PH: (MOBILE)

### **Leadership \*Interpersonal Skills\* Training and Development**

Diverse\*\*Focused \*\* Team Player\*\*Intuitive\*\*Detailed\*\* Exceptional Customer Service Skills \*\*Cash Handling Skills\*\* Supervisory Cash Experience\*\*Community Service Oriented

### **EDUCATION**

#### **Palm Beach State College**

**Lake Worth, FL**

Degree: Associate Of Arts

Major: Business Administration

**August**

**2021-Present**

### **PROFESSIONAL EXPERIENCE**

#### **Southern 441 Nissan**

**Royal Palm Beach, FL**

##### **BDC Service Agent**

**April 2024-Present**

- Provided exceptional service with knowledge of products and services.
- Assisted in resolving customer issues by competently responding to both internal and external customer requests.
- Managed multiple communication channels, including phone calls, emails, and online chat platforms, ensuring prompt responses to customer inquiries.

#### **Walmart**

**Lake Park, FL**

##### **Personal Shopper**

**September 2023-April 2024**

- Consistently meet deadlines and quality goals for accuracy and timeliness.
- Maintained high satisfaction ratings by completing orders quickly and making good selections for customers.
- Provided exceptional customer service by addressing any issues or concerns promptly, maintaining a positive reputation as a Personal Shopper.

#### **Michael Kors**

**Palm Beach Lakes, FL**

##### **Sales Associate**

**July 2023- July 2024**

- Handled cash transactions efficiently while adhering to company cash handling policies, ensuring accuracy in all financial exchanges.
- Build relationships with customers to encourage repeat business.
- Managed returns, exchanges and refunds in accordance with store policy.

### **Skills**

*\*Proficient in  
Microsoft Office: WORD,  
EXCEL, POWERPOINT,  
ACCESS  
\*Call Center Experience  
\*Customer Service Sales  
techniques  
\*Promotional strategies  
\*Data management  
\*Strong multitasking  
\*Appointment Scheduling  
\*Follow-up Procedures*

**Chick-fil-A**

**Keyholder/Supervisor/ Cashier**

**Royal Palm Beach, FL**

**October 2019- July 2023**

- Set performance expectations for the team, monitoring progress towards goals and providing constructive feedback as needed.
  - Empowered team members by delegating responsibilities according to individual strengths and areas of expertise.
  - Managed conflict resolution among team members, fostering a positive and collaborative work environment.
  - Developed team members' skills through targeted coaching sessions, resulting in improved individual performance.
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