

Rebecca Joy Kallies

inventive, diligent blossoming marketer with diversified background is exploring new professional possibilities

EXPERIENCE (recent and/or relevant)

Ashley Mac's, Cahaba Heights — *FOH Customer Service Associate*
May 2018 - PRESENT

Creating a clean, pleasant, and friendly customer experience from POS ordering to retail selection, phone-in orders, dining service and more. Maintaining fluent menu knowledge with each changing season for best guest solutions.

Alabama Outdoors, Birmingham — *Holiday eCommerce Associate*
October 2017 - January 2018

Seasonal corporate office position providing multi-faceted customer service to website customers, resolving fulfillment issues, copywriting descriptions for product listings, and formatting product images.

Freelance, Birmingham — *Associate Sourcing Recruiter*
October 2016 - November 2017

Coordinating a high contact and trust-based candidate experience from initial sourcing to hire date and beyond. Social network sourcing, researching, evaluating, interviewing, compiling and presenting candidate dossiers. Scheduling and preparing candidates for interviews with senior recruiter, employer, and specialists.

Starbucks, Birmingham — *Barista / Barista Trainer*
June 2013 - May 2014, January 2016 - September 2017

Ensuring timeliness, quality, and warmth in each cup, every transaction, with each person. Training new hires on the systems and encouraging the culture.

Hubbard Systems, Birmingham — *Software Development Intern*
May 2011 - December 2011

Reformatted/debugged .NET code while transferring from SQL Server to Visual Studio; redrafted and illustrated with screenshots/diagrams in the software training manual; compiled, organized, and updated Excel Spreadsheet of client contact information; ordered weekly lunch and coordinated lunch orders for special events; and completed both ongoing projects and various arising tasks.

EDUCATION

University of Alabama at Birmingham — *B.S. Marketing*
August 2011 - December 2015

- Social Media Management concentration, Economics minor
- Recognized among top 20% of 2015 graduating Marketing majors
- Coordinated three 100+ attendee events on campus as a student

SKILLS

Customer Service/ Client Care

Conference/Social Event
Coordinating/Design

Professional Networking

Team Leadership, Program
Training

Sourcing, Recruiting

Research and Presentation

Copywriting, Blogging

Web Design, Graphic Design
Prototyping

HTML/.NET Formatting

Visual Studio/SQL Server

Social Media Management

Time/Task Management

Planograms, Inventory Tracking

Operational Systems
Design/Implementation

POS: Symphony, MICROS, Square,
Vivonet

Microsoft Office Suite/Google
Drive, Docs, Sheets