

# Kimberly Mckissick

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Iowa City, Iowa 52246

319-400-0293

## Skills

Answering phones calls, relay messages, manage communication with staff and parents, managing schedules, maintaining records, and handling paperwork, cash register operations, Cash handling expertise, Inventory, Maintaining cleanliness, Drawer balancing, Inventory restocking, Customer service, deposits, order products for the store, and Refund and exchanges.

## Experience

### **Wings of Eagles daycare-Chicago, IL**

**06/2000-02/2006**

#### **Front Desk Receptionist**

Greeting and assisting families, managing phone calls and emails, scheduling and appointments, data entry and record keeping, payment processing, maintaining a clean and organized reception area, and providing customer service.

### **Universal Security-Chicago, IL**

**08/2007-09/2012**

#### **Security Guard at O'Hare Airport**

Monitored responded to alarms, secured all assets, doors, and windows, followed procedures for fire prevention, traffic control, provided assistance to people in need, submitted reports of daily surveillance activity and suspicious actions.

### **Hartig Drug-Iowa City, IA**

**04/2015-11/2023**

#### **Shift Supervisor**

Answered customer calls, email, and chat. Addressed and resolved interpersonal conflicts within the team, maintaining a harmonious work environment, order and check in product, Drawer balancing, Inventory, bookkeeping when needed, making sure the store was clean and straightened daily.

## Education and Training

DeVry University | Naperville, IL- Expected in 06/2025, Medical Billing And Coding- Online

Alison Certificatel 03/03/2025-03/20/2025- Customer Service and Call Center

