

# Kristin Huffman

Broomfield, CO

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## WORK EXPERIENCE

### **Point of Sales Associate**

Kohl's - Westminster, CO - February 2015 to Present

#### Responsibilities

Responsibilities include greeting customers with a sincere and genuine smile, ensuring every customer understands the benefits of our credit, e-mail, and survey programs, and finally delivering a consistent send-off by thanking every customer for shopping with us. It is my duty to deliver a great experience to every customer, and take what would be a typical transaction and turn it into an interaction. As well as working the cash register and handling money, during slow time, I help the associates on the floor with merchandise recovery, and help make the store look it's best.

#### Accomplishments

Since I have been employed with the company for a couple weeks, I have accomplished the training program, and therefore have knowledge of the tools necessary for success in my point of sale position. I look forward to becoming a volunteer in Kohl's programs, Associates in Action, where I can help make a difference in the lives of children by volunteering for non-profit youth serving organizations, environmental initiatives that benefit non-profit youth-serving organizations, and organizations supporting the fight against breast cancer.

#### Skills Used

I am punctual, responsible, trustworthy, and work well with others. I am very friendly, have outstanding verbal communication skills, and go above and beyond to ensure every customer has a great experience. I have the ability to multi-task, and work the cash register and I am learning how other departments in the store work, so I will be useful in all areas.

### **Front Desk Receptionist**

Baker's Cottages - Honor, MI - May 2007 to September 2010

#### Responsibilities

Duties were to accommodate resort patrons by registering and assigning cottages to guests, issuing keys, keeping records of guests' accounts, making and confirming reservations, collecting deposits and payments, setting appointments with any outside independent contractors when additional cleaning or maintenance services were required, and providing excellent customer service to each guest with whatever their needs may be.

#### Accomplishments

I was highly motivated to keep the property in pristine condition so that our guests felt appreciated, welcomed, and cared for. The cottages were immaculate for each guest when they arrived and I made sure the property looked well groomed and aesthetically pleasing at all times. Since I always put forth that extra effort to make our guests feel as comfortable in our cottages as they would in their own home, this helped me form and develop close and personal relationships with them. Majority of our guests made reservations to come back year after year not only because of the positive experience I would make sure to provide during their stay, but because of my ability to treat each individual with the utmost respect and importance.

#### Skills Used

I would demonstrate outstanding verbal and written communication skills with our guests and other professional relationships. I was friendly and at ease in front of new guests, as well as returning guests, while providing them with any new knowledge or useful information I believed they would benefit from, along with making sure any requests they had would be fulfilled in a timely manner. I am a highly organized, proven self starter with very effective time management skills. I felt confident when advertising this particular business to future guests, whether over and the phone, by letter, or in person, for I believe my alluring descriptions of what hospitalities Baker's Cottages has to offer, along with my recommendations of what the area has to offer in terms of history, beautiful scenery, amenities, and outdoor recreation, helped my ability to "wow" guests into making that first reservation into a standing reservation, year after year.

#### **Sales Associate**

Ann Taylor - Strongsville, OH - October 2007 to January 2008

#### Responsibilities

Same responsibilities as when employed as seasonal employee 2001-2002.

#### Accomplishments

As a seasonal employee, I contributed to a high volume of sales and had a talent for selling more than one item at a time. I always made suggestions, which included accessories, fragrance, or shoes, to add on to a one item purchase. I also pushed credit cards, and was a leader in how many new credit cards were issued. I reconnected with a few clients to do their personal shopping for them. I really enjoyed working with Ann Taylor clients, for it is a store geared towards elegant, classy, and professional women. That is the kind of woman I strive to be. When clients came into our store without a clue as to what they may need, as long as I was able to have them leave with a smile on their face because of their new purchase(s), that gave me a great deal of pride and an overwhelming feeling of success.

#### Skills Used

Same skills demonstrated during this holiday season as was in 2001-2002.

#### **Receptionist**

H&K Equipment - Coraopolis, PA - March 2002 to April 2007

#### Responsibilities

I was responsible for greeting visitors, checking them in if appointments are scheduled, distributing mail, drafting correspondence, preparing financial spreadsheets, filing, making photocopies, sending and receiving faxes, answering busy phone lines and connecting callers to their requested party or department, ordering office supplies, and entering important information into the company database.

#### Accomplishments

During my time at H&K Equipment, I was present for a successful merger, two acquisitions, and eight start up organizations to expand from four companies to ten, all offering broad and diverse range of products and services. The company grew from a staff of 30 with sales of \$10 million to a staff of almost 150 with sales of over \$120 million. This growth occurred within the time frame I was employed with the company, resulting in more work to be done in a shorter amount of time. The office became a much faster paced work environment which made me into a more energetic and well-organized employee, for I developed better multi tasking and time management skills while working under pressure. I learned new and improved computer programs, which were easier to use and understand which in turn made my tasks and assignments completed more successfully and at a faster pace. I developed a strong work ethic while employed at this office.

#### Skills Used

I demonstrated that I am resourceful and hardworking, a highly motivated individual who is willing to learn, change when necessary, and give that extra effort to resolve problems and generate positive results. I am a proven self starter with effective time management skills, pro-active results oriented with proven ability to manage multiple assignments under pressure while meeting deadline schedules. I possess top-notch interpersonal and organizational skills, where I can adept at fostering cooperative working relationships with all levels of personnel. I also have outstanding verbal and written communication skills. I have a working knowledge of Microsoft Office including Word, Excel, Vista, and PowerPoint, Internet Explorer and I am also familiar with using a simple keyboard to draft correspondence n data entry.

### **Sales Associate**

Ann Taylor - Strongsville, OH - October 2001 to January 2002

#### Responsibilities

I greeted clients and provided excellent customer service.

#### Accomplishments

My sense of style was favored by many Ann Taylor clients. I had the priviledge of becoming a personal shopper to three women who frequented our store. They would give me an amount of money to spend, a list of likes and dislikes, ideas of what they were looking for, business, casual, holidays and special occasions, or simply the need for a new wardrobe. I loved being a personal shopper. Not only was it fun, I developed close, personal, and intimate, relationships with our clients. I felt I was really helping our clients and inspiring confidence, along with advice on what kind of attire best fits their body type, or personality. Mainly I wanted the client to feel beautiful. The more the client loved my choices and opinions, the more she came back to spend money. This gave me a great sense of accomplishment, for I was helping our store increase sale productivity while helping our clients look their best.

#### Skills Used

Strong customer service, well organized, professional demeanor, ability to work extended hours, weekends, and holidays, cleaning, ability to work independently, ability to work as a team player, self motivated, personal shopper to three clients, sense of style, fashionable, cash handling and register, promoting, pricing, stocking, opening and closing duties.

### EDUCATION

#### **BA in History**

Kent State University - Kent, OH  
1997 to 2000

### AWARDS

#### **Make-A-Wish Foundation Volunteer**

October 2005

Highest dollar amount raised in fundraiser to make a wish happen for a terminally ill six year old boy.

### GROUPS

#### **President of People Leading Environmental Action**

September 1992 to June 1994

President and Founder of high school environmental organization. Organized Earth Day celebrations with surrounding high schools, protests, rallies, spoke in front of large groups of people regarding environmental topics of interest, joined various global organizations to take action for important causes.

### **World Wildlife Federation**

September 1992 to Present

Member, volunteer,

### **The Human Society**

January 1993 to Present

Member, volunteer

### **Secretary- Students Eliminating Environmental Destruction**

August 1998 to December 2000

Wrote for college environmental organization. Developed working relationships with various national organizations.

### **ASPCA**

October 2003 to Present

Donate time to local shelters, dog walker, cage cleaner, feed animals, will on occasion take animals home if they need constant care.

### **Volunteer YMCA**

October 2003 to January 2005

Helped create and develop after school programs for at-risk youth.

### **Rainforest Action Network**

August 1998 to December 2000

### **ADDITIONAL INFORMATION**

I have had the privilege to be a full time, stay at home mom for the last four years. Even though motherhood has been the most difficult job I have ever had, it has definitely been the most rewarding one. I am fortunate to have 44 credit hours in the field of education, and I have found the knowledge I have gained from the classes taken, has helped me become the best parent I can be. My goal is to go back to school within the next five years, and put those credit hours to good use, and obtain a Master's Degree. However, I am ready to get back into the workforce, and make a positive contribution to society. I am excited, motivated, and really looking forward to starting a new career. I am looking to grow with a company, and climb the ladder until I've successfully reached the top. I am looking for a company that promotes from within, so that I have the opportunity for advancement, once I have proven myself to be an excellent employee. I am also looking for security and stability in a company, and will strive to do my very best to prove I am a right candidate for the job.