

Kai Rose

Lafayette, CO 80026

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Authorized to work in the US for any employer

Work Experience

Administrative Assistant

20/20 Tax Resolution-Broomfield, CO

March 2023 to Present

- Act as a point of contact for clients and respond in a timely manner
- Assist with the completion of financial documents and proofread documents as needed
- Manage incoming mail and paperwork for the team and create a process for team members to follow to ensure efficiency
- Contact taxing authorities to obtain information on behalf of clients, schedule meetings and appointments for the team
- Undertake other duties as needed to ensure the team operates efficiently

Recruiter/Human Resources

Worldwide Events-Westminster, CO

June 2022 to March 2023

Human resource level position

In charge of identifying talent, interviewing, hiring, documentations, firing, and all other activities, aligned with employment.

Pre screening qualifying candidates for possible employment

Meet quotas in regards to retention and promotion

Strategizing and networking with recruiting team, in order to create growth and advancement opportunities

Customer service and client relations

human resource responsibilities, such as employee, de-escalation's and handling it interpersonal conflicts amongst the team as well as leadership

Customer Support / Billing Specialist

Sunrun-Remote

March 2021 to June 2022

remote based customer service work identifying resolutions to customer issues. experience using google suites conflict resolution de-escalations giving customers proper foundations to the future expectation that they should have regarding their equipment

Account Management - following up with assigned cases to ensure that all accounts are up to date and current.

Reviewing any and all billing questions with clients may have regarding their SUNRUN or Utility bill.

Store Manager

Zumiez-San Jose, CA

January 2020 to March 2021

Manages team in order to meet and exceed sales and operational goals. Executing inventory checks weekly and cyclically. Loss prevention. Training team in order to become promotable to the next position. Recruiting and hiring employees. Merchandising. Weekly audits of product and store statistics.

1st Assistant Manager

Zumiez-Gilroy, CA

November 2018 to January 2020

Making daily, weekly, monthly, and cyclical sales quotas. Recruiting, interviewing, hiring, and training team members on employment expectations. Management training. Completing daily tasks along with weekly projects. Register Operations.

Opening/closing procedures. Running daily operations to ensure sale quotas are met.

Number one sales person in our companies district since February.

Voted most inspirational by my team 3 periods in a row

MVP in overall sales performance in district

Lead 2nd Assistant Manager

Zumiez-Gilroy, CA

February 2018 to November 2018

Must be able to run a busy sales floor, make sales quotas, manage and teach selling techniques and maintenance techniques to incoming employees, have fun and create a cool environment in a fast paced work place.

Manager in Training

Jersey Mike's Subs-Los Gatos, CA

October 2017 to February 2018

Team leadership, Scheduling, product orders, shift lead, register counts and bank deposits, customer service, delegation and operations

2nd Assistant Manager

Zumiez-Redding, CA

May 2017 to October 2017

Team captain. Product management and training employees along with ensuring the completion of period goals.

Receptionist

Ruffonis Home Appliance-Arroyo Grande, CA

July 2015 to March 2017

- Cashier
- Customer Relations
- Sales
- Online orders
- Customer support
- Appointment setting

Education

Associate in Environmental Science

College of the Siskiyous - Weed, CA

August 2020 to Present

High school diploma

Arroyo Grande High School

August 2009 to June 2013

Skills

- cashier (4 years)
- customer service (5 years)
- leadership (4 years)
- Clerical (2 years)
- Organizational Skills
- Marketing
- Coaching
- training
- Retail Management (3 years)
- Assistant Manager Experience
- Store Management Experience
- Recruiting
- Merchandising
- Strategic Planning
- Loss Prevention
- Management
- Pricing
- Product Development
- Product Management
- Profit & Loss
- Sales
- Business Development
- Payroll
- Project Management
- Team Management
- English
- Microsoft Office (2 years)
- Human Resources
- Conflict Management

- HR Sourcing
- Research
- Interviewing
- Computer Networking
- Sales
- Customer service
- Clerical experience