

Kiana Hill

Kankakee, IL 60901

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Authorized to work in the US for any employer

Work Experience

Guest Services Representative

RED ROOF INN-Joliet, IL

November 2017 to May 2024

- Accommodating guest by checking them in upon arrival
- Checking guest out upon departures
- Room Rack and Light Booking
- Answering calls and assisting customers with concerns, complaints and reservations
- Reassuring rooms were inspected and sanitized by company standards
- Data entry & Customer Service

Shift Manager

McDonald's

August 2020 to February 2022

- Getting orders from customers and preparing food accordingly.
- Checking the temperature of the food to ensure safety.
- Administering cash positions and dealing with bank deposits.
- Making sure that all employees are aware of new advancements.
- Purchasing supplies and keeping low labor costs.

Home Health Aide

Personal Home Care-Kankakee, IL

September 2016 to August 2019

Grooming

Bathing

Medications

Transportation

Appointments

Phone calls

Cleaning

Customer Service Representative

West Liberty Foods-Bolingbrook, IL

March 2011 to August 2017

- Scheduling inbound and out bounds deliveries
- Data Entry
- Answering calls inbound and out bounds assisting with discrepancies

- Activating Purchase Order numbers
- Use of systems: Microsoft Word, Excel, Access, Outlook, PowerPoint
- Typing 56 wpm
- Filing, sorting and handling paperwork and BOL's

Inventory Clerk

SIMOS INSOURCING SOLUTIONS-Elwood, IL

October 2007 to February 2011

- Inspecting product arriving and shipping and Verifying items with RF Scanner
- Shipping and Receiving- Checking drivers in and out at window
- Complete daily shipping and receiving logs
- Document and escalate any customer service issues and/or shipping/receiving errors
- Assist with training of new employees
- Complete safety reports in relation to health and safety issues
- Supervises and coordinates unloading of inbound shipments, orderly stacking of product and picking/staging of outbound shipments in accordance with the highest possible levels of productivity
- Coordinates and verifies required inbound/outbound paperwork with drivers, ensuring that all product is properly counted

Education

High School Diploma

Joliet West High School

2006

Skills

- Guest services
- Sales
- Pallet jack
- Merchandising
- Microsoft Excel
- Customer service
- Typing
- Phone etiquette
- Marketing
- Data entry
- Microsoft Powerpoint
- Filing
- English
- Cleaning
- Microsoft Word
- Retail sales
- Shipping & receiving

- Sales management
- Cash handling
- Microsoft Outlook
- Front desk
- Inventory control
- Telemarketing
- RF scanner
- Home care
- Warehouse experience
- Computer skills
- Hotel experience
- Administrative experience
- Time management
- Order Picker
- Cold Calling
- Order Picking
- Guest Relations Experience
- Freight Experience
- Packaging
- Communication skills
- Computer literacy
- Restaurant management
- Leadership
- Restaurant experience
- Warehouse management system
- Cooking
- Dietetics
- Grocery store

Certifications and Licenses

First Aid Certification

Forklift Certification

Driver's License

Assessments

Customer focus & orientation – Proficient

October 2021

Responding to customer situations with sensitivity
Full results: [Proficient](#)

Customer service — Proficient

June 2021

Identifying and resolving common customer issues
Full results: [Proficient](#)

Attention to detail — Proficient

October 2021

Identifying differences in materials, following instructions, and detecting details among distracting information
Full results: [Proficient](#)

Verbal communication — Proficient

May 2022

Speaking clearly, correctly, and concisely
Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.