

# Kylie S McCarty

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🏠 Thornton, CO

## Experience

### Product Manager

The Feed 2023 - 2025

- Managed and produced personalized nutraceutical orders.
- Thoroughly inspected each order for quality and accuracy.
- Created unique labels to reflect the content of each order as well as to accurately ship the order.
- Kept detailed records of inventory.
- Performed routine cleaning and maintenance on machinery/ equipment as well as attended training provided by the manufacturer.
- Other duties as requested

### Customer Service /Sales Representative

High 5 Plumbing 2020- 2023

- Answered incoming calls, emails, chats, and leads.
- Scheduled appointments, answered client queries, and acted as a point of communication between clients, technicians, warehouse, and office staff.
- Kept organized digital records of current and past clients as well as leads and potential leads.
- Built and maintained excellent rapport with current and potential clients.
- Performed outbound calling to generate new leads and revenue.
- Securely processed digital payments.
- Created handwritten thank you notes and job packets to be sent to customers.
- Actively participated in monthly team meetings.
- Completed all job tasks both in office and remotely.

### Occupational Therapy Assistant

Colavria Hospitality 2017 - 2020

- Promoted a positive, professional and solutions-oriented approach with colleagues and ancillary staff.
- Restored independence and increased safety for patients following disease or profound injury (including loss of limb, traumatic brain injury, stroke, and various orthopedic surgeries).
- Provided treatments including therapeutic exercise programs encompassing active and passive ranges of motion and neuromuscular reeducation.
- Instructed patients in the safe and effective use of adaptive equipment and devices as well as adaptive ADL/ IADL techniques.
- Helped patients maximize their successes and live within the limits of their physical and cognitive capabilities

## SUMMARY

Dynamic and results-driven with 10+ years of experience leading teams and providing client services in diverse industries. Proven track record of achieving organizational goals through strategic planning, creative problem solving, resource allocation, and focusing on time management, simultaneously creating a collaborative workplace that enhances productivity and morale

## SKILLS

[Communication](#) [Diversity and Inclusion](#)  
[Leadership](#) [Adaptability](#) [Safety](#) [OSHA](#) [and](#)  
[HIPPA Compliance](#) [Team Development](#)  
[Conflict Resolution](#) [Negotiation](#) [Microsoft](#)  
[Office Excel/Google Sheets](#) [Service Titan](#)  
[Shipstation](#) [Slack](#) [Time Management](#)  
[Success Planning](#) [Scheduling](#) [Client](#)  
[Interaction](#) [Marketing](#) [Brand Building](#) [Sales](#)  
[Lead Generation](#) [Client Retention](#)  
[eCommerce](#) [Account Management](#)  
[Warehouse Operations](#) [Digital](#)  
[Communications](#) [Electronic Funds](#)  
[Processing](#)

## STRENGTHS

[Teamwork](#) [Integrity](#) [Creativity](#) [Patience](#)  
[Critical Thinking](#) [Flexibility](#) [Positivity](#)  
[Attention to Detail](#)

## EDUCATION

Associates of Occupational Studies  
PIMA Medical Institute 2015 -2017

## Languages

Spanish \*\*\*

American Sign Language\*\*