

Kayla Woodward
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CUSTOMER SERVICE PROFESSIONAL

Objective

- To establish and maintain a career through obtaining various skill sets and abilities through hard work and vigorous research. I am a firm believer that experience is the best teacher, and I am willing to give my all to any employer that deems me worthy for a position. My sole focus is on my daughters well-being, therefore my success is the primary chance of her future success. I am highly adaptable, I have incredible written and verbal communication skills, and I am a self-starter by all means. I also love working in groups and in fast-paced environments because I tend to work best under pressure. I am focused on challenging myself to my limits therefore I feel I am an ideal candidate because I can do anything I put my mind to.
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Employment

- Xerox, Colorado Springs, CO*** *2013 - 2013*
Customer Service Representative
 - Answering customer calls for prepaid phone services including,
 - Troubleshooting phone hardware and software problems
 - Skills in de-escalating angered callers
- Thrift Store, Colorado Springs, CO*** *2012 - 2013*
Volunteer Work
 - Helping customers find the merchandise they seek as well as taking in donated items for sorting.
- 2007-2009*
Popeyes, Colorado Springs, CO
Drive through, food line, cleaning, cash handling, and other general fast food duties.
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Education

- Patriot Learning Center, Falcon, CO*** *2013*
Online Classes for High School Diploma
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Reference

Shirley Bessey – Reno, NV 775-677-9058 Relationship: Family Friend
Monique Barfield – Denver, CO 720-624-9891 Relationship: Former Co-Worker
Earl Armstrong Jr – Denver, CO 720-425-9743 Relationship: Character Reference