

Allure Barnes
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As a senior in college, I am passionate about pursuing a career as a Corporate Training Specialist, with a keen interest in Learning and Development (L&D) and entry-level Human Resources (HR) roles within corporate settings. My academic journey and work experience has equipped me with a diverse skill set that aligns with my career aspirations.

Employment history

Americas Best Eyeglasses and Contacts

Receptionist | Norfolk, VA | 08.24- Current

- Ensures high quality customer service while following all safety protocols.
- Ensures a smooth flow of customers through the store.
- Answers, screens, and forwards incoming phone calls in accordance with National Vision protocol.
- Processes and understands managed care plans while obtaining document information from the insurance company as needed.
- Provides customers basic and accurate information.
- Schedules and confirms appointments, follow-up visits and classes.
- Files all patient records daily and pulls patient files for the next day's appointments.
- Checks order status and notifies customers when orders are in or of any delays.
- Keeps the reception area tidy and presentable with all necessary materials.
- Receives, sorts, distributes daily mail/deliveries and maintains inventory of office supplies.
- Participates in regularly scheduled mandatory communication meetings.

Training Specialist Internship

ODU Continuing Education|Norfolk, VA| 06.2024-08.2024

- Conducted meetings with lead employees to identify and assess training needs within their departments.
- Developed and authored comprehensive training manuals, which were reviewed and approved by department leads.
- Successfully streamlined department workflows by creating more efficient training processes.
- Designed informative manuals for potential students interested in Continuing Education (CE) programs, enhancing their understanding of available opportunities.
- Facilitated team meetings to discuss the overall development and progress of training materials, ensuring timely completion with a turnaround of 1-3 business days.
- Responsible for the development, delivery, and evaluation
- Utilized various creative software applications to produce diverse multimedia content.
- Researched, developed, adapted, revised, and coordinated lesson plans and course materials, and delivered presentations on a range of course topics.

- Delivered entry and intermediate-level training in visual information and public affairs, covering topics such as photography, video production, multimedia creation, writing, communication strategy, public affairs, and digital media.
- Planned and conducted validity and reliability studies and surveys for assigned courses.

Navy Exchange Barbershop

Receptionist|Norfolk, VA| 06.23-08.23

- Performs receptionist duties in a hair care shop
- Duties include greeting clients, scheduling appointments, maintaining records, and cash funds
- Sells a variety of professional haircare products employing professional selling techniques
- Receives and greets clients, assists in choosing specific stylist
- In charge of scheduling appointments and maintaining daily appointment book
- Answers the telephone and responds to provide information to inquiries regarding types of service performed within the hair care shop
- Engages client in conversation for purpose of providing sales related assistance
- Responsible for product display, pricing, and maintenance of displays
- Operates cash register according to established cash control procedures, prepares sales slips, computes change, accepts money, and makes required change
- Is responsible for cash fund and prepares daily salesperson's reports
- Maintains client records, and files pertaining to the operation of the shop
- Interacts with clients and coworkers in a professional and friendly manner
- Works under the general supervision of a designated supervisor who makes assignments
- Work is performed within the framework of established policies and procedures
- Work is reviewed for quality of service provided and client satisfaction achieved
- Helps prepare schedules and may operate a personal computer.

Family Dollar Co.

HR Rep|Chesapeake, VA|09.2019-05.2020

- Streamlined HR processes, enhancing the hiring workflow and improving candidate experience.
- Led training for new HR reps, ensuring high-quality talent acquisition and retention.
- Introduced new hiring procedures, significantly boosting efficiency and manager satisfaction.
- Optimized application systems, reducing errors and improving applicant support.
- Mentored 5+ HR reps, elevating team performance and morale.
- Implemented hiring procedures and provided support to hiring managers
- Assisted applicants with login issues and errors on employment forms
- Updated and enhanced applicants' applications to streamline hiring processes
- Supported team members with job promotions and reported issues with the hiring system
- Advised hiring managers on policies and procedures, answering phone calls and guiding them through specific issues
- Contributed to the recruitment process of future employees

- Provided comprehensive training to employees for the HR Representative role, equipping them with the necessary skills and knowledge for effective performance in the position.

Walgreens Pharmacy

Pharmacy Tech|Chesapeake, VA|01.2016-10.2018

- Established and updated patient profiles, ensuring accurate medication and insurance details
- Adhered to regulatory guidelines for workplace safety and customer confidentiality
- Managed dispensing approximately 500 prescriptions daily with a focus on accuracy
- Consulted with customers to assist with navigating pharmacy systems and completed requests
- Efficiently processed cash register transactions for prescription orders
- Investigated the accuracy of medication identity, strength, and purity through a thorough 8-point check system
- Researched customer health insurance plans for prescription authorization and efficient patient care.
- Conducted training for prospective employees on the Walgreens pharmacy system and policies, ensuring a comprehensive understanding and proficiency in its use.
- Maintained high accuracy in prescription processing, contributing to patient safety.
- Implemented a streamlined process for insurance verification, enhancing patient satisfaction.
- Provided exceptional patient care by effectively resolving insurance and medication queries.
- Eagerly participated in continuous learning to stay ahead in pharmaceutical best practices.

Education

Old Dominion University| Norfolk, VA

Bachelor of Science in Training Specialist

Expected Graduation: December 2024

GPA: 3.53|Dean's List: Fall 2021, Fall 2022 & Fall 2023

Pensacola High School |Pensacola, FL

High School Diploma

Graduated: May 2015