

**Khalia Douglas**  
[kdoug019@odu.edu](mailto:kdoug019@odu.edu)  
Secret Clearance

## **STRENGTHS**

- Maintain the highest level of professionalism while under a time pressure
- Ability to multitask
- Skillful memory, capable of reciting details
- Extremely passionate
- Ability to maintain strong customer focus and understand different kinds of people
- Highly self motivated
- A friendly, cheerful and polite attitude
- Proficient in Microsoft Office Suite: Word, Excel, Power Point, Outlook
- Excellent in interpersonal relationships
- Outstanding communicator, both written and verbal
- Conflict Resolution

## **PROFESSIONAL EXPERIENCE**

### **Southern Auto Group - Sales/Delivery Manager**

**2020-present**

- Negotiated pricing, while maintaining a profit margin on average of \$3,500 per unit
- Discover customers needs and wants by actively listening, presenting them with options that would best fit their budget
- Maintained current knowledge of new automotive releases to remain informed and up-to-date of new products and trends
- Originated promotions that increase sales, increasing overall monthly gross
- Knowledge of vehicle aftermarket products and how they are used to increasing value and longevity of vehicles.
- Ensure a successful delivery process of a monthly average of 71 units, both new and used vehicles, guaranteeing customer satisfaction.

### **Norfolk Public School - Substitute Middle School Mathematics Teacher**

**2018-2020**

- Follow the plans and instructions left by the teacher, including assisting students with comprehension
- Assist teachers in daily plans and instruction for students with special needs.
- Assisted in coaching the football team
- Adopted distinctive teaching methodologies, organized group discussions
- Mentored troubled students while also providing support to students who require extra guidance
- Composed, implemented, and shared with the entire 7th grade math team original classroom material to give students an additional opportunity to ensure mastery

### **Cogans Pizza - Bartender/Manager**

**2019-2020**

- Provided bar patrons with superior service and an enjoyable
- Assisted customers with ordering food and answer detailed questions on menu items
- Demonstrated leadership as a trainer to all new employees

- Suggested additional items to customers increasing restaurant sales
- Correctly handles cash and completed credit transactions

## **US Navy- Aviation Electronics Technician/Equipment Operator**

**2013-present**

- Deployment to Bahrain 2014-2015
- Developed and managed a fluid 600+ person fitness schedule
- Followed manufacturer's explicit preventive maintenance recommendations, troubleshoot and repaired 7 mission essential aircraft electronic components
- Supervised a team of 15 Sailors in daily aircraft maintenance
- Responsible for management of the units \$9,000+ morale fund
- Finished #1 out of 26 in a rigorous 12 week heavy equipment operator course, learning to safely operate 12 pieces of heavy equipment including hydraulic excavator, 12k forklift, bulldozer and more

## **The Dirty Buffalo - Lead Server/Bartender**

**2017-2019**

- Communicated with serving staff to ensure customers needs were met
- Strategically utilized table space, maximizing usage to minimize guest wait time
- Kept efficient communication with kitchen staff to ensure guest satisfaction
- Maintained positive, friendly attitude, boosting morale among others including staff and guest
- Handled take-out and over the phone food orders, including special orders, ensuring total customer satisfaction

## **GEICO - Customer Service Associate**

**2017-2018**

- Successfully obtained insurance license for 8 states
- Accurately and efficiently assist over 60 customer a day in a high call volume center
- Ability to work with minimum supervision in a busy environment
- Excellent retainment results by preventing customers from canceling
- Ranked #2 overall with combination results calculated from quality, sales referrals, calls per day, and customer surveys

## **EDUCATION/TRAINING**

Bachelor's of Science, Electrical Engineering, Old Dominion University, 112 credits  
Associate's Degree - Liberal Arts and Social Sciences, Youngstown State University, Youngstown, OH – 2013

## **VOLUNTEER OPPORTUNITY**

Norview Middle School - Tutoring  
Missouri Veterans Commission