

KYLIE FLOWERS

PROFESSIONAL SUMMARY

Member Services Representative with 5 years of diverse experience in customer service and HR training development. Proficient in systems like Fiserv and SharePoint, with a strong focus on building member relationships and improving organizational processes. Keen to leverage skills in team collaboration and data analytics to enhance operational efficiency and customer satisfaction.

EMPLOYMENT HISTORY

MEMBER SERVICES REPRESENTATIVE

Sep 2024 - Present

ABNB Federal Credit Union

At ABNB FCU, I have learned how to work Fiserv, Nautilus, and wire transfers along with several other systems and databases.

- Created member profiles to generate production and sales for my branch.
- Kept track of my progression in meeting goals.
- Focused on building member relationships within the credit union.
- Handled various amounts of funds and ensured they were properly managed.

INTERN

May 2024 - Aug 2024

Newport News Shipbuilding

At HII-NNS, I have worked alongside a team of HR training development representatives to create new HR guidelines.

- Worked alongside other interns to create more thorough and concise branding for the Learning Organization.
- Created guidelines, a communication strategy, and a marketing plan to improve our processes and how they were conducted.
- Kept detailed notes of current policies, feedback, and recommendations to streamline processes and ensure a smooth transition between prior and future guidelines.
- Was taught Microsoft Suite and SharePoint skills.

HOME AND ENTERTAINING ASSOCIATE

Mar 2021 - Aug 2024

Wegmans

Virginia Beach

At Wegmans, I have worked in maintenance, helping hands, deli, front end, self-checkout, cafe, cart to curb, and home and entertaining. I have learned more than I could ever ask for during my time here.

- Learned how to properly shrink damaged items, change helium tanks, order via CAO, and study CAO patterns and order dates.
- In other departments, I have learned how to thoroughly check temperatures for cases, when to pull cases, how to safely diffuse any dissatisfaction a customer may have, and how to uplift our customers.
- In H&E, I have learned the value of product placement, building shelves and cases, how to sell the product, and how to keep our products accessible and affordable for our customers.
- Created schedules for employees and kept detailed records of data and analytics.

CASHIER/CUSTOMER SERVICE

Jun 2020 - Mar 2021

FoodLion

Virginia Beach

Worked with management to build schedules and routines for our team.

- Responsible for making money orders, helping customers with returns, using a POS system.
- Ensured customer satisfaction by supporting a positive and welcoming attitude
- Worked with management to build schedules and provided HR support.

EDUCATION

BACHELOR'S DEGREE IN COMMUNICATIONS, MINOR IN BUSINESS

Aug 2021 - Present

Old Dominion University

Norfolk, VA

SKILLS

Data Entry (*Skillful*), Documentation (*Skillful*), Customer Service (*Experienced*), Inventory Management (*Experienced*), Product Placement (*Experienced*), Merchandising (*Experienced*), Team Collaboration (*Experienced*), Microsoft Suite (*Experienced*), SharePoint (*Skillful*), Fiserv (*Experienced*), Nautilus (*Skillful*), Wire Transfers (*Beginner*), POS Systems (*Experienced*), CAO (*Experienced*), Analytical Thinking (*Experienced*), Time Management (*Experienced*), Data Analysis (*Experienced*), Problem Solving (*Experienced*), Strategic Planning (*Experienced*).

INTERNSHIPS

BUSINESS MANAGEMENT INTERN
Newport News Shipbuilding

May 2024 - 2024
Newport News, VA

LINKS

Linkedin: www.linkedin.com.