

Kassandra Townsend

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2:00 Sat

Education:

Bachelor of Science in Business Administration Specializing in General Business University of West Florida (Pensacola, FL) GPA: 3.44	August 2011
Associates of Science Specializing in Accounting Hillsborough County Community College (Tampa, FL) GPA: 3.8	December 2008

Experience:

Repossession Processor Patrick K Willis • Process incoming repossession reports • Contact Agents for needed information • Bill Clients appropriately based on the repossession characteristics • Create Repossession Report for Clients' review	November 2013- Present
Front Desk Agent Sandestin Golf and Beach Resort • Checked resort guests in and out of their rooms on time • Facilitated guest needs throughout the 2.500 acre property consisting of 25+ accommodation variations • Address customer complaints and resolve guest issues (e.g., room changes, booking extensions, or reductions) • Maintained desk office supplies through a bi-weekly inventory system	May 2013- August 2013
Shift Manager AAFES (Eglin AFB, FL) • Manage fuel sales and inventory in compliance with federal and state laws • Analyze financial reports to minimize waste and control inventory • Manage vendor relations to bring in product to satisfy customer needs • Organize and execute large scale promotional events to grow the customer base • Train and evaluate employees to be in compliance with corporate standards • Order and maintain product stock and assortment within my designated areas • Provide customer service by interacting with associates and customers to determine customer needs	March 2012- March 2013
Jewelry Supervisor AAFES (Eglin AFB, FL) • Trained new associates in jewelry sales techniques and procedures • Managed company directed and store level promotions • Implemented organization strategies to complement company goals • Managed and maintained critical inventory items • Formed schedules for associates for training and weekly work schedules	December 2011- March 2012

- Reported sales to immediate supervisor and developed new sales strategies

Management Intern June 2011-
AAFES (Eglin AFB, FL) December 2011

- Learned management techniques for all portions of the store
- Processed incoming merchandise
- Performed logistical management
- Developed retail customer service experience
- Assisted in marketing and promotions display creation
- Developed AAFES operational knowledge
- Assisted in Plan-O-Gram processes
- Learned financial statement analysis' and procedures
- Performed analysis of inventory controls
- Managed seasonal displays and promotions

Pharmacy Technician/ Head Photo Specialist July 2009-
Walgreens Pharmacy (Destin, FL) August 2011

- Translate physician sig codes into Intercom Plus computer system
- Resolve third party insurance issues
- Dispense medication
- Maintain the inventory within my designated section of the pharmacy
- Assist patients with insurance questions
- Ring out filled prescriptions
- Manage ordering and maintenance of photo supplies
- Provide training to new associates
- Provide customer service
- Managed store Plan-O-Gram execution

Assistant Restaurant Manager January 2009-
Cabos Paradise Grill (Miramar Beach, FL) September 2010

- Managed a staff of 20 people
- Resolved disgruntled customer complaints to make sure everyone left happy
- Organized schedules and floor plans
- Planned delivery of necessary products
- Orchestrated and executed nightly specials and promotions to boost sales and increase customer awareness

Skills and Certifications:

- Proficient in Microsoft Office
- National Pharmacy Technician Certification
- Retail Management Academy 2012