

Kassandra Townsend

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LM
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

November 2013-
Present

- Process incoming repossession reports
- Contact Agents for needed information
- Bill Clients appropriately based on the repossession characteristics
- Create Repossession Report for Clients' review

Front Desk Agent
Sandestin Golf and Beach Resort

May 2013-
August 2013

- 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

Shift Manager
AAFES (Eglin AFB, FL)

March 2012-
March 2013

- 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

Jewelry Supervisor
AAFES (Eglin AFB, FL)

December 2011-
March 2012

- 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

- Reported sales to immediate supervisor and developed new sales strategies

Management Intern
AAFES (Eglin AFB, FL)

**June 2011-
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
Walgreens Pharmacy (Destin, FL)

**July 2009-
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
Cabos Paradise Grill (Miramar Beach, FL)

**January 2009-
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