

# Kierra Hairston

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## Profile

Highly-motivated, hardworking and enterprising with positive attitude enjoys focusing on customer relations, childcare, and education. Personable and articulate, a quintessential team player, expertise includes organization, knowledge of customer care, knowledge of child care etc. A quick study and self-driven, strives to exceed goals.

## Experience

- **UP(st)ART Creative (Current)**  
Property manager for Los Angeles housing geared towards creative people. Lead in touring property, introducing new members to their new home, assigning jobs for residents to complete, and keeping up to date on all legal aspects of property management. Create a positive environment for residents to thrive and achieve their respective goals. Offer mentorship for those new to LA, or the creative industry. Develop new interpersonal and leadership skills.
- **Buffalo Wild Wings (July 2016 – March 2017)**  
Server at high volume, family oriented sports bar. Main duties include taking orders, running food and drinks, maintaining cleanliness and appearance of restaurant, and creating a positive guest experience. Gained knowledge in working in an extremely fast paced environment and deepened knowledge of multitasking. Lead in training new team members. Excelled in communication and teamwork.
- **Stroum Jewish Community Center - Early Childhood School (January 2015 - December 2016)**  
Preschool teacher at prominent Reggio Emilio style preschool on Mercer Island, WA. Develop interactive learning activities to fulfil daily goals tailored to three-to-five year olds. Deliver creative learning and play activities for up to 16 preschool children. Care for children through all activities including swim, gym, outdoor time, lunch, snack, and nap time. Teach according to SJCC ECS requirements and centre principles. Create a learning environment and materials that are fun, clean, safe, and natural. Develop rapport with children, families and fellow staff. Observe, report and assess children's development and behavior. Conduct learning activities with respect to individual needs of children, including basic self-help skills. Include Judaics as encouraged by early learning center.
- **Stroum Jewish Community Center - Office/Front Desk Manager (October 2014 - January 2017)**  
Front desk manager and barista of Mercer Island Jewish community center. Main job duties include customer requests and complaints, and assists in keeping appearance of lobby and cafe. Run financial reports and make changes to cafe menu as necessary. Schedule employees, and communicate consistently with fellow office staff. Consistent use of changing technology. Increased knowledge in multi-tasking and organization. Deepened leadership skills. Gained new



skill as barista. Excelled in verbal and written communication as well as working independently and in a team setting.

- **Flex – Plan Services Inc. (March 2014 – June 2014)**  
Customer service representative, and FSA claim processor for FSA administrator in Bellevue. Processed claims using sensitive information to provide a refund for medical services. Developed deep knowledge of HIPPA laws, and federal regulations surrounding FSAs, HSAs, and COBRA accounts. Answered customer correspondences involving phone and email. Excelled in fast learning and deepened customer service skills.
- **LaQuinta Inns and Suites (Feb 2013- February 2014: Idaho; June 2014 – September 2014: Seattle)**  
Front desk operator of Moscow, ID and Seattle, WA hotel. Lead in checking in, and checking out guests, handling customer requests and complaints, and assists in keeping appearance of hotel. Consistent use of technology. Gained great knowledge in multi-tasking. Excelled in verbal and written communication as well as working independently and in a team setting.
- **Cougar Country Drive-In/ Waitress (February 2012 – March 2013)**  
Waitress of Pullman, WA restaurant. Assisted in taking orders, serving food, cleaning, and training. Gained valuable experience in a fast-paced working environment. Excelled in working as a team.
- **Nanny (September 2010 - February 2012)**  
Nanny and Household Manager for two children ages four and five. Responsible for escorting children to various activities such as preschool, preparing meals for the family, and maintaining cleanliness of the household. Reported child's behavior and activities through written and verbal communication with parents. Encouraged an enriching and positive environment for children. Fostered and maintained a positive and trusting relationship with children and family.
- **Grace Apostolic Temple/ Drama Dept. Head ( Oct 2009- February 2012)**  
Writer, director, actor of church Drama Dept in Seattle, WA. Lead in production of plays and fund-raising. Worked closely with multiple age demographics and talents. Advanced knowledge of various writing and musical techniques, staging, and childcare.

## **Education**

**Bellevue College      Bellevue, WA, 2011 - 2014**

Full-time college student, GPA 3.5, Business/ Early Childhood Education Major

**Hazen High School      Renton, WA, Graduated 2010**

Involved in multiple extracurricular activities such as DECA, FCCLA, Drama, Choir, Cheer, and many more that aid in developing leadership, business, and interpersonal skills.



**Cashier Test**

**Score** / 15

B

1) A roll of quarters is worth?

- a) \$5.00
- b) \$10.00
- c) \$15.00
- d) \$20.00

A

2) A roll of dimes is worth?

- a) \$5.00
- b) \$4.00
- c) \$3.00
- d) \$2.00

D

3) A roll of nickels is worth?

- a) \$8.00
- b) \$6.00
- c) \$4.00
- d) \$2.00

A

4) A roll of pennies is worth?

- a) \$1.00
- b) \$0.75
- c) \$0.50
- d) \$0.25

C

5) What does POS stand for?

- a) Patience over standards
- b) Percentage of sales
- c) Point of sales
- d) People over service

9%

6) What is the current sales tax rate in your city \_\_\_\_\_?

C

7) A customer buys a bowl of soup for \$1.25, an apple \$0.90 and a soda is \$0.79. If you are given \$10.00 how much change should you give back?

- a) \$4.06
- b) \$2.06
- c) \$7.06
- d) \$5.06

B

8) A customer buys two shirts for 10.50 each and two ball caps for \$7.25 each. If you are given \$50.00 how much change should you give back?

- a) \$19.50
- b) \$14.50
- c) \$9.50
- d) \$4.50

D

9) A customer buys soda for \$3.75 and a hot dog for \$4.25. If you are given \$20.00 how much change should you give back?

- a) \$6.00
- b) \$8.00
- c) \$10.00
- d) \$12.00

A

10) A customer buys two hamburgers at \$3.75 each, two bags of chips at \$1.25 each, two cookies at \$2.50 each and two sodas at \$3.25 each. If you are given \$100.00 how much change should you give back?

- a) \$78.50
- b) \$58.50
- c) \$38.50
- d) \$28.50

**Cashier Test**

**Score** / 15

A 11) Counterfeit pens should be used on which three denominations?

- a) \$20, \$50, \$100
- b) \$10, \$20, \$50
- c) \$5, \$50, \$100
- d) \$10, \$20, \$50

B 12) How many times should you count change when giving it to the customer?

- a) one
- b) two
- c) three
- d) no need to count

**Question & Answer:**

13) What is the minimum age for legal alcohol purchases? 21

14) What are the acceptable forms of ID for alcohol purchases? Driver's license or state ID or license & passport

15) How many \$20 bills are in a bank band? 20