

# Kellie Nicole Hill

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*UC Davis graduate seeks challenging employment.*

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## QUALIFICATIONS SUMMARY

- Long history of customer service training and responsibilities.
  - Excellent writing, phone, and computer skills.
  - Fast learner, adaptable and organized.
  - Open availability and desire to work full time.
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## PROFESSIONAL EXPERIENCE

### **Steel Creek American Whiskey, Tacoma, WA**

**Server** (9/2013 - 11/2013)

Nurtured and maintained a rapport with guests. Worked long, high-stress shifts with professionalism and diligence. Supervised booth at the Washington State Fair.

### **Islands Restaurant, Folsom, CA**

**Server** (8/2011 - 5/2013)

Worked to create fun, welcoming environment infused with the aloha spirit.

### **Bella Bru Express, Sacramento, CA**

**Server/Customer Service Representative** (10/2010 - 8/2011)

Perfected coffee-making and serving abilities, built a strong rapport with regular customers. Promoted to Shift Supervisor. In charge of scheduling and overseeing employees.

### **Vaneli's European Coffee Bar, El Dorado Hills, CA**

**Barista** (4/2010 - 7/2010)

Included attending coffee bootcamp to become a veritable expert on the subject to best serve my customers.

### **Deon Taylor Enterprises, Sacramento, CA**

**Internet Marketer / Key Production Assistant** (12/2008 - 8/2009)

Created online profiles promoting/assessing customer engagement with product (films). Worked with a team to creatively market the company. Promoted to Production Assistant, working with cast and crew on music video shoots and television shows. Promoted to Key Production Assistant. Supervised employees on shoots.

### **Redwood Palms Pictures, Folsom, CA**

**Marketing Assistant** (8/2007 - 7/2008)

Started out writing script coverages, then advanced to the marketing department. Partnered with the production team in pioneering their new marketing system from the ground up. Designed and maintained webpages, wrote white papers, and edited photographs. Provided counsel to the vice president.

### **Blockbuster, Davis, CA**

**Customer Service Representative** (7/2007 - 2/2008)

Ensured customer satisfaction by utilizing my extensive knowledge of films.

### **Bel-Air, Gold River, CA**

**Courtesy Clerk** (3/2004 - 9/2006)

Provided excellent customer service.

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## EDUCATION

**Bachelor of Arts, Film Studies** - University of California, Davis, Davis, CA

2008