

# Kiona Prigan

**Life is a ripple effect...I try every day to make good ripples.**

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I have 17 plus years of customer service experience. Everything from front lines in the retail setting to behind the scenes as a cleaning technician. I have learned to understand and value that whatever my job description may be there is purpose and there is an always a customer service goal. Remaining mindful of that goal allows me to continue with a sense of pride and work ethic that meets the needs of those I am serving. I enjoy people. I can work alone and on a team. I value the viewpoint of others. I can respectfully communicate something that is difficult. And I can hear constructive criticism with gratitude for the chance to learn something.

Authorized to work in the US for any employer

## Work Experience

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### **Delivery Driver**

DoorDash - Eugene, OR

January 2023 to Present

- Use cellphone app to accept or decline orders
- Maintain clear prompt communication with customers and businesses.
- To navigate and report my actions.
- 100% completion rate.
- 5 star ratings from customers.
- Deliver food from local restaurants and stores in a timely manner from the Thurston area in Springfield to Junction City to cottage Grove and all of Eugene.
- Maintained safe driving practices, carried auto insurance, and obeyed traffic laws.
- Logged mileage.

### **Short term rental turnover cleaner**

Multiple home owners - Eugene, OR

September 2022 to Present

- Swept, dusted, mopped, and sanitized properties between each reservation.
- Washed, dried and folded linens.
- Stocked courtesy items
- Wipe and sanitize high-touch areas

### **Grubhub Delivery Driver**

Grubhub for Drivers - Eugene, OR

November 2022 to January 2023

- Delivered goods and services to customers on time and in excellent condition.
- Utilized GPS to optimize routes and continuously meet estimated delivery times.
- Achieved consistently high customer scores due to exceptional service.
- Documented daily mileage, gas and other data.

- Consulted with customers to gain feedback and address product or service concerns.
- Maintained safe driving history with no critical incidents over 2-year timeframe.
- Demonstrated professional conduct with clients to deliver outstanding customer service.
- Logged deliveries, drop-off times and special conditions in the app system.

### **Cleaning Specialist**

Marx property management - Eugene, OR  
May 2021 to August 2022

- Worked independently to clean restrooms, laundry room and high traffic areas.
- Disinfect, mop, vacuum, dust, etc.
- Responsible for restocking supplies.
- Maintained clear, open communication with my team and boss.
- Multitasking, focused, thorough.
- Ability to problem solve when issues arose.
- Trained other employees.
- inventoried and maintained chemical cleaning products

### **Soil Sorter**

ALSCO Linens - Eugene, OR  
October 2018 to March 2020

Handle, count, sort and records incoming soiled textiles from the customer. Identifies damaged or abused textiles. Prepares and transfers textiles to other departments. Performs other tasks as needed. Worked fast and efficient. Was promoted to sort and count special accounts for the hospitals which was #1 customer and be willing to be exposed to blood borne pathogens etc...and follow safety protocols. Some duties consisted of: open bag of soiled textiles, then sort them by type, size and color. Count textiles manually or electronically, and transfer them into sorting systems/vacuums. Identify damaged or abused textiles and record into sorting systems. Meet efficiency and safety standards for the position. Follow instructions as directed by supervision. Work in other production positions as needed such as wrapping or the irons.

### **Resident Assistant**

Sheldon Park Assisted Living and Memory Care - Eugene, OR  
July 2013 to September 2013

#### Responsibilities

12, 2, and 4am rounds: safety and incontinence checks. Provided companionship and conversation. Provided stabilization and assistance with walking and transferring with gait belt or the sit to stand. Assisted with bathing, grooming, toileting and incontinence issues including bed changes during the night. Monitored vital signs for residents on alert. Catheter care. Rerouted and cared for residents who were exit seeking. Laundry and dining room cleaning.

#### Accomplishments

The residents responded to me better because I showed patience and found a effective way to communicate with them which in return allowed the residents to trust me And become very fond of me.

#### Skills Used

Effective communication skills, leadership, on the spot efficient decision making which all were ingredients to making me a useful caregiver. Respect. Compassion. Problem solving. Medical

terminology. Knowledge of Patient rights and caregiver responsibilities according to OSHA and state law standards.

### **Team Member/Cashier/ Merchandiser**

Joann's Fabric and Crafts - Eugene, OR

September 2012 to August 2013

#### Responsibilities

Set up and installed fixtures in new store. Followed planograms. Stocked product and focused on detail work. Cashier, stock and cut fabric. Answer phones, assist customers with product knowledge and answering questions. Also participated in the remodel of the Springfield, Oregon location and was recently requested by corporate in the Albany store remodel.

#### Accomplishments

Corporate and district officials personally requested my skills and passion for two remodels of other stores in my district. I traveled with them. 4 awards for going above and beyond with customers and coworkers.

#### Skills Used

A good detailed eye, merchandising skills, open ended questions and up selling to customers, I paint as a hobby and shred my knowledge and tips on the subject. Quick learner and abilities to understand and read Plano-grams to set aisles and merchandise according to store and vendor blueprint and corporate directions. Trained others and was supervisor to remodel employees.

### **Cashier/Customer Service**

Best Buy - Springfield, OR

November 2010 to January 2011

#### Responsibilities

Seasonal worker. Responsible for answering customer's questions and directing them to the right place. Cashiered and stocked general products.

#### Accomplishments

Was first in sales for 5 weeks for selling product protection plans or "insurance" at the time of check out.

#### Skills Used

Selling techniques which include good customer service remember that without customers, you don't pay your bills. Good customer service because you owe them your job.

### **Garden/Paint Sales Associate**

Home Depot - Eugene, OR

April 2007 to November 2010

#### Responsibilities

Multi-task while communicating with all departments through out the day when needed. Helping customers find merchandise and answer their questions in multiple departments. Fork lift certified. Loading vehicles, stocking, followed planograms...etc. Set up deliveries and installs. Answer phones and direct calls to right department. Back up cashier when needed. Shared and taught flower, garden, and landscaping knowledge with customers on a daily basis. Also worked in the paint department, mixing paint and assisting customers.

#### Accomplishments

Received an award and thank you letter from the CEO of Home Depot, Frank Blake, for excellent customer service that went above and beyond. Over 8 awards for good customer service.

#### Skills Used

Communication, ethics, product knowledge, selling techniques, ability to teach others including customers on how to fix things or do projects (ability to teach myself first). P.O.S system, computer, and mobile ordering handhelds, ten key, fork lift, bailer, and safety knowledge.

### **Assistant Manager/Cashier/Fuel Attendant**

Mighty Mart Chevron - Eugene, OR

September 2005 to February 2007

#### Responsibilities

Multi-tasked in a fast paced environment with customers inside and employees outside. Responsible for cash in till and safe. Maintained a clean area inside and outside of store. Wrote schedule for employees each week. Ordered and stocked weekly merchandise freight. Trained to count safe and do daily deposit for the bank. Trained new employees. Worked 40 + hours a week, always came in when needed. Fuel attendant in fast environment with requirement of washing front windshields every car.

#### Accomplishments

Was first promoted to cashier from a fuel attendant. Then as a cashier I was promoted to do the merchandising and ordering for the store thus leading to a promotion to assistant manager. Then just as I finished training and worked as a manager the company sold and all employees were laid off.

#### Skills Used

Leadership. Good communication. Good time management. Knowledge of the work levels and strengths and weaknesses of fellow employees as I wrote schedules and hired people.

## Education

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### **N/A, not finished. in Nursing**

Lane community college - Eugene, OR

2011 to 2012

## Skills

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- Communication skills
- inventory management, planograms, store merchandising and resets. 10+ years cash handling and customer service, fork lift and stock experience, upselling and add on sales and protection plans, management and training employees, problem solving, fast learner.
- Customer service
- Cleaning
- Driving
- Forklift

## Awards

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**customer service award from CEO of home depot. cut above customer servive awards from management and customers at joann fabrics. requested by corporate to travel for store resets in oregon for joanns.**

## Additional Information

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4+ years delivery experience. (Ex. The New York Times, Kowloon's Restaurant, Grubhub Food Delivery)