
Kiera Hughes

Customer Service Associate

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OBJECTIVE

To utilize the skills I currently possess in a fast-paced environment that challenges me, and drives me to develop more skills that will benefit me in my future career.

SKILLS

Customer Service | Tech Savvy | Proficient in Microsoft Office | Speed Typing | Elevated Mathematical Ability | Effective Communication | Conflict Resolution | De-escalation Training | Time Management | Adaptability | Reliable/Punctual | Multitasking | Strong Work Ethic | Self-Motivated | Interpersonal | Willingness to Learn | High Stress Tolerance | Comfortable Standing Long Periods

EDUCATION

Augusta Technical College

Completing the coursework toward achieving Marketing Management AAS degree in 2022.

Cross Creek High School

Completed the coursework towards and achieved a High School Diploma, August 2013-May 2017.

CERTIFICATIONS

BLS Provider

Completed the cognitive and skills evaluations in accordance with the curriculum of the American Heart Association Basic Life Support (CPR and AED) Program, March 2020.

MILITARY BACKGROUND

United States Marine Corps

Contractually entered the Marine Corps as a poolee and routinely attended functions and physical fitness sessions for the time leading up to a boot camp shipment, May 2017-December 2017. Shipped to MCRD Parris Island, SC as a recruit to attend boot camp, December 2017-January 2018.

General Entry Level Separation/Honorable Discharge due to medical disqualification effective January 11, 2018.

EXPERIENCE

Urban Air - *Party Coordinator*

SEPTEMBER 2020 - PRESENT

Confirm client requirements and expectations for each booked event; supervise a staff of 10+ party hosts; manage all event set-up and clean-up processes; oversee party happenings and act quickly to resolve any conflicts that arise; and evaluate event success using a follow-up system.

Currently still employed at this establishment.

Zaiy Zone - *Manager*

AUGUST 2019 - APRIL 2020

Recruit and interview prospective employees; provide direction to new servers regarding procedures and maintenance; record and keep up with employee hours; operate lounge single-handedly from open to close as a keyholder; and ensure optimal care and service for total guest experience.

Left due to COVID-19 shutdown.

Sharifa's Hookah Lounge & Bar - *Bartender/Server*

JANUARY 2019 - APRIL 2020

Check IDs and promptly carry out customer transactions; aid customers by explaining pricing and suggesting products; make and deliver hookahs; serve alcoholic and non-alcoholic beverages at the bar; and troubleshoot common hookah issues to resolve complaints.

Left due to COVID-19 shutdown.

Palmetto Moon - *Shipment/Sales Associate*

JULY 2017 - DECEMBER 2017

Greet customers and respond to questions; direct customers to merchandise within the store; up-sell products to increase purchase amounts; maintain an orderly appearance throughout the sales floor; and unpacking, organizing, and stocking incoming merchandise.

Left for boot camp shipment.

Sonic Drive-In - *Carhop*

FEBRUARY 2016 - NOVEMBER 2016

Take orders and relay them to the kitchen; operate cash registers, manage transactions, and balance drawers; prepare and serve food and drinks; possess knowledge on menu items and their respective prices; use mental math to calculate change in a timely manner.

Left to focus on completing high school.