

# Kiara White

kw0611@gmail.com | (917) 774-7502 | Kissimmee, FL

## SUMMARY

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Customer Service professional with 13 years of experience, seeking a role as a Customer Service Representative. Proven track record in call center environments, excelling in provider concerns and maintaining high performance standards. Expertise in customer service and relationship management, with strong skills in cross-functional communication and problem-solving.

## WORK EXPERIENCE

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**Buffalo Boss** Brooklyn, NY  
Administrative Assistant / Human Resources 2020 - Present

- Manage employee hiring, onboarding, and payroll operations, ensuring smooth and efficient processes.
- Oversee bank reconciliations and update profit and loss statements to maintain accurate financial records.
- Lead a team of over 15 employees, achieving top performance in sales, customer acquisition, and satisfaction.

**Swiss Post Solutions** New York, NY  
Administrative Assistant 2019 - 2020

- Provided administrative support to high-profile clients, including Coca-Cola, AB InBev, and Jefferies, ensuring inquiries and requests were handled with professionalism and discretion.
- Maintained and organized digital and physical filing systems, managed executive schedules, and coordinated meetings efficiently.
- Conducted background research and prepared detailed reports to aid leadership in informed decision-making.

**Buffalo Boss** Brooklyn, NY  
General Manager 2012 - 2019

- Oversaw daily operations to ensure compliance with service and safety standards, maintaining a workplace adherent to OSHA regulations.
- Trained and managed diverse teams, including managers, cashiers, cooks, and delivery staff, handling key functions like scheduling, inventory control, and payroll.
- Directed cash management efforts for weekly sales exceeding \$15,000, consistently meeting and surpassing sales targets through strategic upselling.

## EDUCATION

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Spelman College Atlanta, GA  
Bachelor of Science, Mathematics

## SKILLS

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Microsoft Office (Excel, Word, & PowerPoint) • Bilingual: English & Spanish • Cross-Functional Communication • Time Management & Multitasking • Customer Service & Relationship Management • Team Leadership & Training • Attention to Detail • Adaptability • MS Office Proficiency • Customer Advocacy • Documenting Information • Problem Solving • Communication Skills