

SHAKENYA JENKINS

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PROFESSIONAL SUMMARY

Detail-oriented leader with innovative skills in communication, data analytics, computer programming, and proven achievements executing cross-functional program proficiencies to exceed performance developments and improve profitability of organizational operations. Efficient learner passionately driven by continuous improvement with expertise in employee engagement seeking to leverage background in an administrator leadership role at a progressive organization.

SKILLS

- Team leadership and mentorship
- Conflict resolution
- Collaborative teamwork
- Customer retention strategies
- Strong attention to detail
- Marketing campaign coordination
- Customer Feedback & Satisfaction Analysis
- Sales Performance and Goal Achievement
- Client Relationship Management (CRM)
- Strong Presentation and Communication Skills
- Front-end optimization and performance tuning
- Cross-functional team collaboration
- Continuous improvement practices
- Software security and vulnerability mitigation
- Machine learning prototype development
- Effective adaptive debugging techniques
- Authentication and authorization systems
- Problem Solving in Data Entry Processes
- Multi-Tasking in a High-Volume Data Environment
- Speed Data Entry (10-20 Records/Hour)
- Customer Information Management
- Excellent Typing Speed ([45-50WPM])
- Microsoft proficiency (PowerPoint, Excel, Presentation)
- Talent acquisition strategies
- Regulatory compliance (e.g., FMLA, OSHA, ADA)
- New hire retention improvement
- Employee satisfaction analysis
- Conflict resolution and mediation
- Payroll and Benefits Administration
- Internal communications enhancement
- Workplace training session facilitation
- Employee Onboarding Optimization
- Equal Opportunity Employment (EEO) expertise
- Work culture improvements
- Applicant Tracking System management
- Resume Screening and Preliminary Interviewing
- Temporary Staffing Optimization
- Multi-tasking in fast-paced environments
- Empathy and active listening
- Problem-Solving and Critical Thinking
- Front- and back-of-house operations training
- Management coaching and mentoring
- Customer service training facilitation
- Cross-functional team collaboration
- Staff performance evaluation
- Sales improvement strategies
- Customer feedback collection and analysis
- Menu and product-specific training skills
- Guest experience optimization
- Proficiency in Scheduling Software Tool [HotSchedules]
- Team development across multiple locations
- Food safety standards compliance
- Time management in service delivery
- Presentation skills for diverse audiences
- Certified Food Safety Trainer
- New restaurant opening trainer

WORK HISTORY

November, 2024 to Present

Travel Agent

INTELETRAVEL - Delray Beach, FL

- Achieved success through strategic client management.
- Secured special airfare discounts with multiple airlines.
- Increased word-of-mouth referrals.
- Demonstrated exceptional knowledge of travel insurance policies.
- Successfully booked and managed itineraries for clients.
- Negotiated exclusive deals with resorts in Turks & Caicos.
- Secured priority seating and upgrades.
- Launched campaigns featuring exclusive deals.
- Led digital marketing efforts.
- Resolved client travel emergencies.
- Ensured exclusive offerings for clients.
- Implemented regular newsletters and updates.
- Developed long-term relationships with airline representatives.
- Exceeded client expectations.
- Boosted direct bookings.
- Encouraged excursions.
- Developed unique family-focused vacation packages.
- Advised clients on international travel regulations.
- Enhanced customer satisfaction in luxury travel.

May, 2023 to Present

Lead Certified Restaurant Trainer

WHATABURGER - Memphis, TN

- Achieved promotion six months after hired in [2023].
- Enhanced team morale.
- Maintained rapport with regular customers.
- Ensured employee safety with no injuries reported.
- Hired and trained dual-role employees.
- Actively managed inventory.
- Provided actionable feedback.
- Improved team collaboration.
- Designed promotional events.
- Collaborated with back-of-house and front-of-house teams.
- Implemented strategies to reduce slow-day performance dips.
- Decreased guest response time by [3] minutes.
- Provided hands-on training.
- Ensured cross-functional skills were acquired.
- Trained a team of [5] new hires.
- Improved guest satisfaction scores.
- Increased positive customer feedback by [80]%.
- Introduced Table Maintenance Protocol.
- Maintained compliance with health and safety codes.
- Orchestrated the opening of a 2 new locations.
- Ensured excellent customer service.
- Focused on safety and sanitation standards.
- Oversaw kitchen operations.
- Balanced staff roles and shifts.
- Achieved [Food Handler] certification compliance.
- Resolved customer complaints efficiently.
- Coached staff in upselling techniques.
- Supervised front-of-house staff.
- Implemented continuous improvement efforts.
- Conduct cash handling accurately
- Ensure drawer and safe counts meet financial targets.
- Earned recognition of a qualified trainer
- Established rapport with Management
- Achieved success in training managers one-on-one.
- Improved Order taking via POS Systems
- Implemented cross-training measures by running front-of-house & back-of-house.
- Improved flexibility during high-volume periods.
- Improved overall service speed by effectively identifying menu items of orders on the KDS system.

March, 2022 to December, 2022

Customer Advocate

Walgreens Micro Fulfillment Center - Memphis, TN

- Achieved promotion one month after hired in [2022].
- Increased overall customer satisfaction by [95%].
- Direct and assist with company hiring events; initial application for job placement.
- Onboarded [10-15] new employees.
- Managed onboarding process for new hires.
- Organize center tours welcoming drivers, executives and new employees
- Coordinated ideas for employee engagement outreach.
- Work collaboratively with members of Human Resource, site Administration Assistant, and other departments to ensure content messaging is consistent with their objectives and strategies.
- Curate employee's photos and presentations for monthly holidays, birthdays and daily news communications.
- Establish internal communication processes by leveraging tools such as center newsletter, digital signage, team huddles and communication boards.
- Collaborate with departments on communication needs, including PowerPoint presentations, flyers, event sponsorship and team schedules; this includes developing, writing and editing majority written content.
- Serve as a liaison between Pharmacist manager communication team and micro-fulfillment center director and supervisors.
- Employed empathetic listening to employees and customers.
- Monitored customer support trends.
- Served as the top advocate in closing retention cases.
- Resolved over [5] complex concerns per day.
- Increased first-call resolution rates by [60] %.
- Contributed to improved team performance.
- Provided actionable insights.
- Implemented process changes.
- Facilitated training to ensure compliance with [Board of Pharmacy].
- Maintained compliance with company policy.
- Utilized [Dual Monitor System] to successfully manage customer accounts.
- Enhanced collaboration between customer support, fulfillment, and IT.
- Engaged with cross-functional teams.
- Helped [Walgreens Stores] improve customer satisfaction and response times by [90] %.
- Implemented a real-time queue management system.
- Handled sensitive customer information.
- Utilized proactive problem-solving.
- Employed positive communication.
- Extended outreach to resolve support tickets.
- Utilized CRM tools to locate, track and manage customer prescription metrics.
- Actively contributed to the rollout of [Customer Advocate position].

February, 2022 to December, 2022

Fulfillment Specialist

Walgreens Micro Fulfillment Center - Memphis, TN

- Handled special orders for large retail clients.
- Optimized stock levels.
- Enabled faster order selection.
- Resolved daily fulfillment issues in real-time.
- Championed safety protocols.
- Enhanced customer satisfaction.
- Streamlined inbound and outbound processes.
- Tracked and monitored stock levels daily.
- Developed actionable solutions.
- Collaborated with the Shipping Department.
- Enhanced team efficiency.
- Improved order accuracy by [90%].
- Trained and onboarded junior employees.
- Transitioned to automated fulfillment systems.
- Ensured timely delivery of materials.
- Pioneered a cross-training initiative.
- Maintained quality standards.
- Expedited high priority customer orders.
- Used advanced problem-solving skills.
- Ensured compliance with quality assurance standards.

March, 2020 to August, 2020

Staffing Specialist

PeopleReady, Inc - Memphis, TN

- Represent as a goodwill ambassador to clients and temporary associates
- Build business relationship with potential long term customers.
- Handle all payroll for new and existing associates.
- Assist with dispatching associates to skill-related job assignments.
- Improved candidate assessment quality.
- Collaborated with department heads to define staffing needs.
- Conducted workshops on job search strategies.
- Improved time-to-hire by [2] days.
- Engaged with over [15-20] candidates weekly.
- Tracked cost-per-hire and time-to-fill.
- Used a competency-based assessment system.
- Addressed large-scale staffing needs.
- Conducted initial phone interviews.
- Automated job requisition tracking.
- Improved candidate satisfaction by [80]%.
- Negotiated vendor contracts for temporary staffing services.
- Collaborated with the HR team.
- Improved job match.
- Maintained a talent pool for ongoing openings.
- Designed a candidate feedback system post-interview.
- Streamlined interview processes.
- Filled positions ahead of deadlines.
- Reduced bias in hiring decisions.
- Used [ATS Software] for candidate screening.
- Screened resumes of candidates.
- Successfully hired [50-70] candidates.

October, 2018 to January, 2020

Consumer Relations Representative

Advanced Service, Inc - Memphis, TN

- Awarded promotion 3 months after being hired in [2018].
- Implemented proactive issue resolution.
- Recommended enhanced service options.
- Offer allowances and other incentives per company's guidelines to repair client relationships.
- Track appliance and part deliveries via Access Delivery Management Systems.
- Prepare/generate case documents to monitor administrative controls.
- Email/instant message other departments for service or product inquiries.
- Experience responding to customer's complaints and inquiries via phone, chat and email.
- Elevated the department's quality assurance score by [10%] in audits.
- Provided clearer product usage instructions.
- Collaborated with the quality assurance team.
- Provided actionable insights.
- Identified customer dissatisfaction.
- Handled inbound inquiries.
- Utilized empathetic and tactful communication.
- Developed cross-department escalation protocols.
- Suggested upgrades.
- Analyzed customer interactions for compliance.
- Developed a proactive outbound call strategy.
- Collaborated with the product team.
- Resolved escalated disputes.
- Supported the customer service department.
- Consistently scored above [80]% on inbound call audits.
- Utilized advanced CRM systems such as [Kronos and ADMS] daily.
- Identified frequently recurring service issues.

July, 2018 to October, 2018

Home Delivery Support Representative

Advanced Service, Inc. - Memphis, TN

- Awarded promotion to Consumer relations department 3 months after being hired in [2018].
- Identified product enhancements.
- Provided expert-level support for [GE Appliances].
- Handled frequent incidents for appliances’ repairs, replacements, and tracking.
- Improved troubleshooting processes.
- Played a key role in the support team.
- Focused on root-cause analysis.
- Collaborated with cross-functional teams.
- Provided real-time technical assistance.
- Provided empathetic client support.

EDUCATION

2028

Bachelor of Science - Software Development

Grand Canyon University - Phoenix, AZ

2017

Certification/Diploma - Medical Assisting

Remington College - Memphis, TN

2014

High School - General Studies

Hillcrest High School - Memphis, TN, USA