

Kierra Billups

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Work Experience

Esthetician

Embodied Beauty-Atlanta, GA

May 2023 to Present

- Greet clients upon arrival to spa and provided information about services offered.
- Use peels and masks to improve appearance of client skin, customizing approaches based on client age and budget.
- Conduct private client consultations.
- Build positive client relationships and guided clients through treatments.
- Perform waxing services on clients including eyebrows, lip, chin, and full face.
- Sell salon-exclusive skin care products and encouraged service upgrades.
- Assist with operational activities such as inventory control, loss prevention and compliance.

Volunteer

Hands On Atlanta-Atlanta, GA

September 2022 to Present

- Establish and maintain relationships with fellow volunteers and organizational stakeholders.
- Serve as an ambassador for the organization at community outreach.
- Lead group discussions about current issues related to volunteering within the community.
- Offer support and assistance to community members.
- Collaborate with other volunteers to create a positive work environment.
- Gathered opinions and support from grassroots supporters to solidify group position.
- Assist with fundraising efforts, including event planning and donor outreach.
- Help coordinate transportation arrangements for volunteers who need a ride.

Self Employed Owner/Operator

Rizzn Legazy-Atlanta, GA

August 2020 to Present

- Keep contact with all vendors
- List all products
- Shipping/receiving all products
- Calculate profit

- Advertise to build more clientele
- Build relations with clients
- Provide a peaceful environment
- Upsell customers
- Keep the website up to date
- Reach out to past clients to inform them about current promotions
- Organize pop-up shops
- Learn new techniques to better my business
- Perform services
- Upgrade products
- Create products

Financial Analyst

Aprio-Atlanta, GA
April 2023 to June 2024

- Perform process analysis and communicate recommendations to management
- Process journal entries and correct records to ensure accuracy
- Analyze, examine, and interpret 500+ records per month
- Manage a \$350,000 budget with a reduction cost totaling 15% over 2 years
- Create 10+ financial records per week and support all areas of responsibility within a 5-person finance team.

Remote Client Coordinator

Norton And Associates-Atlanta, GA
September 2022 to July 2023

- Prioritized and organized tasks to efficiently accomplish service goals.
- Promoted high customer satisfaction by resolving problems with knowledgeable and friendly service.
- Leveraged Excel skills to input and compile data gathered from various sources.
- Answered 200 calls per shift to assist with customer questions and concerns.
- Provided excellent service and attention to customers through phone conversations.
- Completed day-to-day duties accurately and efficiently.
- Worked successfully with diverse group of coworkers to accomplish goals and address issues related to our services.
- Modified existing software systems to enhance performance and add new features.
- Worked with cross-functional teams to achieve goals.

Assistant Property Manager

Loring Heights-Atlanta, GA
March 2021 to June 2023

- Managed tenant relations, resolving issues promptly, enhancing tenant satisfaction and retention.

- Oversaw property maintenance, coordinating repairs and inspections, ensuring compliance with safety standards.
- Processed rental applications. conducted background checks. and facilitated lease agreements
- Implemented cost-saving measures, reducing operational expenses and improving budget efficiency.
- Implemented cost-saving protocols, reducing operational costs by 12% and enhancing budget efficiency.

Ambassador

ASPCA-Atlanta, GA

February 2023 to May 2023

Manager

Publico Kitchen and Tap-Midtown, Atlanta, GA

July 2021 to June 2022

- Managing business operations and delegating responsibilities
- Hiring, training, motivating and coaching employees as they provide attentive, efficient service to customers, assessing employee performance and providing helpful feedback and training opportunities.
- Resolving conflicts or complaints from customers and employees.
- Monitoring store activity and ensuring it is properly provisioned and staffed.
- Analyzing information and processes and developing more effective or efficient processes and strategies.
- Establishing and achieving business and profit objectives.
- Maintaining a clean, tidy business, ensuring that signage and displays are attractive.
- Generating reports and presenting information to upper-level managers or other parties.
- Ensuring staff members follow company policies and procedures.
- Other duties to ensure the overall health and success of the business.

Beauty Consultant

Ulta-Atlanta, GA

August 2021 to April 2022

- Assist clients with finding items they need
- Perform a variety of color matches with guests
- Acquaint visitors with new items that I feel fit them well
- Assist with emptying the item truck every Wednesday and put together every one of the containers into classes
- Restock items
- Sort out racks
- Clerk on occasion

Hotel Front Desk Clerk

Embassy Suites by Hilton-Atlanta, GA

March 2021 to January 2022

- Adjust Micros billing on Fidelio (correction)
- Print Room variances edit report for night supervisor review and correction
- Performs night audit run after all reports are balanced
- Print all night audit reports as per list
- Log on work station after the system save so that the user can use the system for next day transaction
- Distribute all night audit reports printer from Fidelio as per list to the respective pigeon hole by max
- Ability to function at all duties of a Guest Service Representative knowledgeable of key control
- To assist in progressing training and discipline of all Guest Services staff
- To maintain scheduling and payroll (40 hour equivalents) of Guest Services staff
- To have knowledge and be able to interact effectively with all other departments, especially with regard to accounting procedures

Front Desk Receptionist

Hair Inc Atlanta Boutique-Atlanta, GA
May 2021 to July 2021

Internship

Lisa's Beauty-Atlanta, GA
May 2019 to January 2021

- Associate with customers
- Restock products
- Under study the CEO and be sure all tasks are done accordingly

Spa Coordinator

Me Time Atl-Atlanta, GA
April 2020 to July 2020

- Booking arrangements and affirming accessibility of services with clients.
- Keeping treatment menus up to date to reflect new services or items presented by the spa.
- Speaking with clients in regard to scheduling and any changes in their reservations.
- Clarifying spa services for planned clients, responding to questions, and making proposals in light of client needs.
- Welcoming clients, taking care of correspondence, and responding to client requests to book appointments.
- Keeping the spa as neat as possible as well as all paperwork.
- Answer phone calls and make outbound calls, promoting new deals and/or services.
- Perform various services.

Administrative Assistant

The Floor Trader-Richmond, VA
November 2018 to June 2020

- Manage digital sales and streaming accounts to improve brand positioning and growth

- Source and develop new strategic partnerships, social engagements, and advertising opportunities that generate new revenue streams
- Collaborate with internal departments to execute national advertising campaigns, plan global digital distribution, and redeploy a 1M+ consumer sales and marketing database
- Answer phone calls and direct inquiries to the appropriate person or department
- Proofread documents

SAP Program

Virginia State University-Petersburg, VA

April 2019 to February 2020

In this program, I acquired every one of the essential abilities to run an SAP framework, as well as finishing archives with the said system. I had different assignments and tests. There are countless advances while utilizing SAP and while initially getting going it was exceptionally difficult yet the more I took in, the more comfortable I got which prompted me to be very certain about the thing I was doing.

Education

Bachelor's degree in Business Management

Virginia State University - Petersburg, VA

August 2018 to May 2022

Skills

- Hospitality
- Pricing
- Office management
- Sales
- Account management
- B2B sales
- Office experience
- Medical office experience
- English
- Organizational skills
- Spanish
- Typing
- Dermabrasion
- Eyelash extensions
- Body waxing
- Night audit
- Data entry (4 years)

Certifications and Licenses

First Aid Certification

Driver's License

Massage Therapy License