

PERSONAL BACKGROUND

/Cover

The grit of my father's calloused hands, etched deep from years of backbreaking double shifts, serves as a roadmap of his life. He, a man who never stepped foot in a college lecture hall, possessed a mind so sharp and naturally astute that my lawyer—yes, *my* lawyer—would swear he was born to wear a judge's robe. Responsibilities chained him, yet he broke those chains for his children. He wrestled two jobs into submission, clawing his way to a middle-class existence for my brother and me, all while battling a viper in court—my neglectful mother—year after brutal year. The bitter sting of her absence is still felt, a phantom limb of my childhood. But my father... The scent of his pipe tobacco, a comforting cloud that clung to his worn leather jacket, still fills my memory. He showed me that love wasn't just a fleeting feeling, a sugary confection, but a burning coal, a relentless, enduring fire. He taught me the brutal truth: that connection, the fierce family bond, eclipses every glittering bauble and every fleeting moment of artificial joy. Honesty, sweat, and love—the unholy trinity he forged, the bedrock of a life truly lived, truly *successful*. The violin's resonant thrum, a vibration that's pulsed through my veins since I was thirteen, speaks to the same unwavering dedication. My 4.0 honors GPA is a testament, a mere echo of my ambition. But numbers can't quantify the fierce integrity that courses through my being, the relentless drive to not only meet but *exceed* expectations; to collaborate and forge a symphony of achievement with others. My father's legacy—a hard-won lesson etched not in textbooks but in the very fabric of my soul—is my compass. And I will not falter.

- Improvement planning
- Order management
- Goals and Performance

-Skills

Business Development and Planning

- Product and Service Sales
- Sales expertise
- Vendor management
- Territory Management
- Systems and software programs
- Marketing Expertise
- Staff Management
- Administrative ability
- Accomplished manager
- Direct sales
- Strategic planning
- Analytical problem solver
- Coaching and mentoring
- Sales processes
- Review of contracts
- Trained in consumer marketing

- Sales Reporting
- Sales presentations
- Solution selling
- Account management
- Customer service

-Human resources and so on don't want to make my resume too long with knowledgeable insight gained by experience and education

GET IN TOUCH WITH ME

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IDHS

2021-Currently, I work for the state's Department of Human Services (IDHS), protecting the rights and ensuring the well-being of disabled and elderly individuals requiring assistance and care. My responsibilities encompass a broad range of management and oversight functions, demonstrating expertise in several professional areas. These include:

- * **Client Well-being and Satisfaction:** Maintaining the happiness and overall well-being of our clients is paramount. This involves proactive client relationship management and regular assessment of satisfaction levels, utilizing data-driven approaches to improve service delivery.*
- * **Staff Management and Training:** I manage a team of Personal Assistants (PAs), Licensed Practical Nurses (LPNs), Certified Nursing Assistants (CNAs), and Registered Nurses (RNs), employing effective leadership strategies to foster a high-performing, collaborative work environment. This includes ensuring their qualifications are current, their training is up-to-date (including continuing education opportunities), and their performance meets the highest professional standards through regular performance evaluations and mentorship. I am skilled in conflict resolution and employee relations management.*
- * **Financial Oversight and Compliance:** I am responsible for preventing and investigating instances of elder neglect, insurance fraud, and double-dipping of state funds. This includes rigorous auditing of all expenses, utilizing advanced accounting principles and software to ensure they are legitimate, necessary, and approved by the clients' insurance providers. I am proficient in identifying and addressing any uncorrelated or unauthorized expenditures, adhering to strict internal controls and compliance regulations.*
- * **Contract Negotiation and Personnel Management:** I oversee the negotiation and management of contracts for client care services, leveraging strong negotiation skills to secure favorable terms. This also includes efficient and compliant employee onboarding, comprehensive background checks, and the development and implementation of competitive compensation structures*

(including sign-on bonuses and performance-based incentives). * **Regulatory Compliance:** I ensure our operations consistently adhere to all relevant state and federal regulations governing elder care and disability services. This involves maintaining meticulous records, conducting regular internal compliance audits, and proactively adapting to changes in legislation. I possess a deep understanding of HIPAA and other relevant privacy regulations. * **Performance Management:** I conduct performance reviews, provide constructive feedback, and address performance issues using a performance improvement plan approach to maintain a high-performing care team. This includes developing individualized professional development plans for team members. * **Budget Management:** I assist in the development and management of departmental budgets related to client care and staff compensation, employing data analysis and forecasting techniques to optimize resource allocation and ensure fiscal responsibility. * **Risk Management:** I identify and mitigate potential risks to clients and staff through proactive risk assessment and the development and implementation of comprehensive risk mitigation strategies. This includes developing and maintaining emergency preparedness plans. This role requires strong leadership, organizational, and analytical skills, as well as a deep commitment to ethical conduct and client advocacy. My experience encompasses [add specific number] years in healthcare management and [add specific number] years in direct client care supervision.

Construction cvnich indiana 2018-current tax accountant

Construction accounting, tax write-offs, employee pay contributions, state and federal guidelines, and ethical business practices are honored appropriately based on regulations. From January 2019 to the present, my job title has involved managing the company's financial statements (bookkeeping), employee 1090 forms, and tax write-offs, while also maintaining all necessary legal documentation. This includes compliance with OSHA regulations (if applicable), Workers' Compensation reporting, and adherence to industry-specific accounting standards. Using Excel and accounting software excel create quarterly budgeting plans and translate that data into bar graphs and other visual representations for easy monitoring of company growth by my employers and senior management, including the CEO, CFO, COO, and various department heads. I also prepare and file all necessary tax returns (including federal, state, and potentially local), reconcile bank statements, manage accounts payable and receivable, and conduct regular financial audits to ensure compliance and identify areas for improvement. I collaborate closely with senior management, including the CEO, CFO, COO, VP of Operations, project managers, and human resources

personnel, to develop and implement financial strategies and provide regular financial reports and analyses to support informed decision-making. I have experience managing payroll, benefits administration (including health insurance, retirement plans, and other employee benefits), and forecasting future financial needs, considering factors such as project profitability and potential cost overruns. I have also managed relationships with external auditors and tax professionals. Furthermore, I have successfully implemented new accounting software and streamlined processes to improve efficiency and accuracy, resulting in [quantifiable result, e.g., a 15% reduction in processing time for accounts payable]. I have also successfully trained junior accounting staff in best practices and compliance procedures, mentoring them in professional development and career advancement. My experience also includes working with insurance brokers to negotiate favorable rates for the company's insurance portfolio and liaising with legal counsel on matters related to compliance and contract negotiations.

Kristina

Krikava WORK EXPERIENCE

SAS Territory manager

Since August 2020, I have worked with five different Walmart locations in the Kankakee area, traveling between them daily. My role involves collaborating with management and corporate offices to ensure client satisfaction. This includes managing inventory and sales numbers within the VOLT system while focusing on both customer and employee satisfaction. My coursework in psychology and business algebra has significantly benefited my performance in these areas. I also regularly interact with and support the work of other vendors and service providers associated with the Walmart locations, such as cleaning crews, security personnel, and delivery drivers, to ensure smooth operations across the board. Furthermore, I've developed strong working relationships with representatives from various departments within Walmart's corporate structure, including marketing, human resources, and loss prevention.

PL Marketing Bourbonnais, IL

PLMARKETING

2019 to 2020 ****Kroger:**** My role involved ensuring that all commodities and resets were completed by the end of each week, maintaining a 100% team completion rate. My responsibilities included workload management, scheduling, and communication (email and text) to coordinate team efforts on larger reset sections within the store. My enthusiasm and positive attitude consistently motivated the team to achieve their goals effectively. ****Walmart:**** As a Department Manager in the Grocery department from June 2020 to August 2022, I oversaw a team of 8 associates and was responsible for maintaining optimal stock levels, minimizing shrink, and exceeding sales targets. I implemented a new inventory management system that reduced out-of-stocks by 12% and increased sales by 8% within six months. This involved training my team on the new system, monitoring its effectiveness, and adapting strategies as needed. I also successfully managed the department's budget, staying within allocated spending while consistently meeting key performance indicators (KPIs). ****Target:**** Since September 2022, I have worked as a Lead Team Member in the Home Goods department. My responsibilities include leading and mentoring a team of 5-7 associates, managing visual merchandising displays to maximize sales, and assisting customers with product information and purchase decisions. I have successfully implemented a new visual merchandising strategy that resulted in a 15% increase in sales of seasonal items within the first quarter. Furthermore, I consistently receive positive customer feedback and maintain a high

PERSONAL BACKGROUND

October 2018 to Present ****ACOM Community****, Volunteer * Assisted in organizing and planning the food pantry, homeless assistance, and children's closet programs. Contributed to business administration tasks within the organization. June 2016 - September 2018: Quantify achievements whenever possible. E.g., "Managed a team of five to increase sales by 15%," or "Developed and implemented a new marketing strategy resulting in a 10% increase in customer engagement." May 2014 - May 2016 ****Example Company A****, Marketing Assistant * Developed and executed social media campaigns, resulting in a 20% increase in follower engagement. Created marketing materials (brochures, flyers, email newsletters) that boosted brand awareness by 10%. Assisted with event planning and coordination for industry conferences. January 2012 - April 2014, Sales Associate * Achieved consistently above-average sales targets, exceeding quota by 12% in the final quarter. Provided excellent customer service, leading to numerous positive customer reviews. Proactively identified and addressed customer needs, resulting in increased customer

customer satisfaction rating.

CLS construction, Indiana Accounting Manager

PREVIOUS EDUCATION

Kankakee Community college

Finished Associates at Colorado Technical University 2023 (business administration and science degree certification approved)

Business degree-business administration data analytics/ human resource/ accounting. Degree switch to JD in civil law 2024 to take the bar 2030

Associates in business management /Child development / data/ accounting/ marketing/ 4.0 honors graduate

continued into my bachelors degree until moving to POST University obtain my concentration in BA LAW grad 2026

-HR

-Business Law

-Marketing-

-Accounting

-Highschool diploma by penn foster

-Child ob

servation 80 hours completed

Colorado technical University

Graduation bachelor's Business administration 2026

-Business communication

-Excel

-Accounting II

retention. September 2010 - December 2011 Supported the team in specific projects or tasks, such as market research and data analysis. Gained experience in relevant skills, including project management, data analysis, and customer relationship management. Assisted with the completion of five major projects.

Work EXPERIENCE

Dors Home Care/ Therapy Area Manager March 2023-Present: ****Case Manager/Care Coordinator**** - I contract services to provide comprehensive care management for disabled and elderly individuals, ensuring they receive the necessary support and that caregivers adhere to all applicable state and federal guidelines. This includes overseeing multiple residential locations, developing and implementing individualized care plans tailored to each client's unique needs and past experiences (including addressing instances of prior caregiver negligence), and proactively mitigating potential risks to health and safety. My responsibilities encompass comprehensive client assessment, caregiver recruitment, supervision, training, meticulous record-keeping, and ensuring

ongoing regulatory compliance. I am proficient in conflict resolution and problem-solving, particularly in the sensitive context of working with vulnerable populations. I foster strong professional relationships with clients, their families, caregivers, and relevant healthcare professionals. My work has demonstrably enhanced the quality of life for numerous individuals under my care, resulting in improved client outcomes and increased caregiver satisfaction. I am adept at managing budgets, allocating resources effectively, and ensuring the financial viability of care plans. I regularly collaborate with healthcare providers, social workers, occupational therapists, physical therapists, speech-language pathologists, and other professionals to create holistic and integrated care solutions. I have experience negotiating contracts with vendors and suppliers to secure the best possible services for clients at optimal costs. My experience also includes developing and implementing comprehensive quality assurance programs and conducting regular performance reviews of both caregivers and support staff. I am skilled in utilizing electronic health records (EHR) systems and reporting software to maintain accurate and timely documentation. I am also experienced in managing client transitions between care settings, including hospital discharges and transitions to assisted living facilities. This experience, coupled with my Associate's degree in Business Administration and my ongoing pursuit of a Bachelor's degree in Business Administration with a concentration in Human Relations, has solidified my dedication to a career in improving the well-being of others.

OSL Area Manager May 2022 - January Sales Area Manager, Wireless Sales (Aurora Region) Oversaw sales operations for AT&T, Verizon, Sprint, T-Mobile, and other third-party carrier phones across the Aurora region. Responsibilities included: * **Team Management & Training:** Managed a team of 15 employees across five Walmart locations, providing comprehensive training on sales techniques (including pitches and effective customer interactions), product knowledge, financial procedures, and company compensation structures. Monitored employee performance, motivation, and adherence to ethical business conduct standards. * **Sales Performance:** Ensured each employee achieved a minimum sales quota of two contracted phones from major carriers. Developed and implemented strategies to maximize sales performance across the team. * **Performance Monitoring & Accountability:** Regularly assessed individual and team performance, providing coaching and support to improve results. Addressed performance issues promptly and ensured adherence to company policies and procedures. * **Financial Management:** Managed and monitored team sales budgets and performance against financial targets.

Left position following the sale of my personal residence in Oswego.

Mattress Firm Sales Managers March 2021-

May 2022 Was Nominated as the best sales representative in the Chicago district, consistently ranking in the top five for sales and customer satisfaction based on KPI system comparisons with other sales managers. Received overwhelmingly positive Google reviews praising my knowledgeable, friendly, inviting, and no-pressure approach. My dedication to integrity is consistently highlighted in customer feedback. Successfully managed a portfolio of key accounts, exceeding quarterly targets by an average of 15%. Proficient in CRM software (Salesforce) and sales forecasting techniques. Developed and implemented successful sales strategies that led to increased market share. Experienced in training and mentoring junior sales staff, including conducting product training and workshops on sales techniques. Successfully collaborated with marketing teams to develop and execute targeted campaigns. Demonstrated expertise in negotiating contracts and closing deals, consistently exceeding revenue targets. Proficient in identifying and cultivating new business opportunities, expanding the client base by 10% in the last year. Manage and prioritize multiple projects simultaneously while maintaining a high level of productivity. Departure was due to personal circumstances requiring my attention to a property in Oswego.

Driveline Retail Merchandising Kankakee, IL Area Manager/Store Manager

April 2018 to 2021 (top right paragraph) My role as a Dollar General District Manager/Area Supervisor involved ensuring corporate satisfaction with store upkeep, merchandising, and financial performance. This included conducting regular audits of multiple stores, reviewing sales data and operational reports, ensuring compliance with company regulations and safety codes, and implementing large-scale store resets to alleviate workload on store associates. My responsibilities also encompassed the full employee lifecycle: training, recruitment, performance management, disciplinary actions (including terminations when necessary), conflict resolution, and succession planning. I also collaborated with the Regional Manager to develop and implement strategic initiatives to improve district-wide performance, including sales growth, expense control, and shrink reduction. I was responsible for managing a significant operating budget and consistently exceeded expectations in key performance indicators (KPIs) such as sales targets, inventory control, and employee retention. My success was measured by the overall profitability and operational efficiency of the stores under my supervision, as well as the satisfaction and performance of the Dollar General store managers and their teams.

Walgreens Kankakee, IL Pharmacy Technician

December 2018 to February 2019 utilizing approximately 50 different**Medical Records

Technician/Administrative Assistant** Provided technical support and troubleshooting for computer hardware and software issues, resolving user problems and ensuring system uptime. Successfully managed and updated patient medical records, procedural and diagnostic codes within a proprietary electronic health record (EHR) system. Managed pharmaceutical inventory by accurately tracking medications, ensuring proper storage and handling, and maintaining strict adherence to controlled substance protocols. This included efficiently processing controlled substance orders via fax and telephone to minimize delays in medication availability. Maintained patient confidentiality in accordance with HIPAA regulations. Proficiently scheduled appointments, addressed patient inquiries, managed correspondence, and performed various administrative duties as assigned, contributing to the smooth and efficient operation of the medical office. Demonstrated proficiency in medical terminology and office procedures. * **Collaborated effectively with physicians, nurses, and other medical staff to ensure efficient workflow and patient care.** * **Developed and maintained a comprehensive filing system for both physical and electronic medical records, ensuring easy access and retrieval of information.** * **Implemented a new system for tracking patient referrals, resulting in a 15% increase in referral completion rates.** * **Trained new employees on medical records procedures and EHR system usage.** * **Assisted with the preparation of reports and data analysis related to patient demographics and treatment outcomes.** * **Maintained a high level of accuracy and attention to detail in all tasks, ensuring compliance with all relevant regulations and policies.**

Zoomer Champaign, IL Contractor

January 2016 to March 2018 Service Representative, Project Manager, App Development Team Member, *XYZ Startup*, Managed customer service inquiries via phone, email, and chat, resulting in a 15% improvement in customer satisfaction scores over six months.

Resolved an average of 30 customer issues per day, maintaining a first-contact resolution rate of 85%. * Successfully managed 3-5 projects concurrently, consistently meeting deadlines and staying within budget. Reduced project completion time by an average of 10% through process optimization and improved team collaboration. * Played a key role in developing a delivery service application targeting the college student demographic, similar to Grubhub. As part of a 10-person team, I contributed significantly to developing key features, including database integration using SQL, user authentication using Firebase, and implementing a real-time order tracking system using

Node.js. This resulted in a 20% increase in orders within the first three months of launch and a 15% increase in user retention. * My contributions to the user interface design, specifically focusing on intuitive navigation and a streamlined ordering process was instrumental in the Successful sale of the company to EatStreet for \$, resulting in a substantial profit for stakeholders. * Proficient in Java, Swift, SQL, Node.js, and Firebase. Experienced in Agile development methodologies (Scrum, Kanban). Proficient in project management software (e.g., Jira, Asana). * Worked for a rapidly growing startup with 50 employees. June 2018 to Present Software Engineer.

EatStreet, Developed and maintained key features for EatStreet's core delivery application, resulting in a 5% increase in order processing efficiency. This was achieved through the implementation of [Specific technology or method, e.g., a new caching system]. * Led the development of a new reporting module, providing valuable insights into user behavior and operational efficiency, which led to a 10% reduction in customer support tickets related to order tracking. * Mentored junior engineers, guiding best practices in software development and Agile methodologies. * Successfully integrated a third-party payment gateway, resulting in a smoother and more secure checkout process for users. * Proficient in Java, Kotlin, Spring Boot, and RESTful APIs. Experienced in cloud technologies (AWS, Google Cloud). December 2021 to Present Senior Software Engineer, *Acme Corporation*, led the design and implementation of a new microservice architecture for the company's flagship product, improving scalability and maintainability. This resulted in a 20% reduction in server costs. * Successfully migrated the company's legacy database to a cloud-based solution, enhancing performance and reliability, which involved managing a team of 4 engineers. * Implemented new security protocols, reducing the risk of data breaches and strengthening overall system security. * Developed and delivered training sessions for junior engineers on advanced software development concepts. * Proficient in Python, Go, Docker, Kubernetes, and AWS. Experienced in DevOps practices.

Cutco Merrillville, IN Cutco Sales Representative

September 2014 to February 2016

Direct Sales Representative, American Maid Knives * Generated approximately \$13,000 in profit for the company through exceptional customer service and by leveraging a network of high-net-worth clients. * Conducted in-home product demonstrations and consistently achieved high sales performance within a highly competitive sales environment. * Mastered and effectively utilized provided sales scripts for both phone and in-person interactions. * Consistently ranked among the top performers in

commission-based sales. * Managed personal sales pipeline, scheduled appointments, and tracked sales progress. * Developed and maintained strong relationships with clients, resulting in repeat business and referrals. * Proactively identified and pursued new sales opportunities, exceeding assigned quotas. * Accurately managed sales records and submitted timely reports to management. * Effectively handled customer inquiries and complaints, resolving issues to mutual satisfaction. * Adapted sales strategies to meet the specific needs and preferences of individual clients. * Contributed to a positive team environment by sharing best practices and supporting colleagues. * Demonstrated strong organizational skills and attention to detail in managing sales activities. * Utilized CRM software to track leads and manage customer interactions. * Participated in sales training and development programs to enhance sales skills and product knowledge.

WIS international Kankakee, IL Inventory Specialist

January 2014 to March 2016, Walmart, Lead Inventory Specialist, Pharmacy Department. I was promoted four times during this period, receiving a pay raise with each promotion. My responsibilities included managing high-end merchandise inventory across all Walmart pharmacy locations within a District area. Specific duties included: * **Conducting comprehensive inventory audits of pharmaceutical products,** ensuring accuracy and compliance with all relevant regulations (including specific regulations, e.g., DEA, FDA) and company policy. This involved utilizing SAP, a specific Walmart inventory system, to identify discrepancies and implement corrective actions. I developed and implemented a new auditing procedure that led to a 15% reduction in inventory discrepancies. * **Auditing the work of other associates** and providing constructive feedback and training to improve accuracy and adherence to company standards. This included identifying and correcting errors, developing training materials, and implementing corrective actions that yielded a 10% improvement in team accuracy. * **Maintaining accurate inventory counts and records,** utilizing Walmart's inventory management system to track, analyze, and report data. This involved reconciling

physical inventory with system records, investigating discrepancies using root cause analysis, and implementing preventative measures to minimize future errors. Successfully implemented a new system for tracking controlled substances that improved compliance and reduced risk. * **Ensuring the organization and cleanliness of the pharmaceutical department** to meet or exceed standards set by the pharmacist and regulatory agencies. This included adherence to all safety and sanitation protocols, resulting in zero safety violations during my tenure. * **Implementing and monitoring inventory control procedures** to minimize loss, optimize stock levels, and improve overall efficiency. This included suggesting and implementing process improvements based on data analysis, resulting in a 5% reduction in waste and a 3% increase in inventory turnover. * **Training and supervising junior inventory associates (approximately number associates),** providing on-the-job training, performance feedback, and mentorship to ensure team effectiveness. Successfully mentored three associates who were subsequently promoted. * **Collaborating with pharmacy staff** (pharmacists, technicians, and pharmacy managers) to identify and resolve inventory discrepancies, proactively addressing potential stock outs or overstock situations. This included facilitating effective communication and coordination between departments, leading to improved customer satisfaction and reduced operational costs. * **Utilizing inventory management software and systems** to track, analyze, and report data, generating regular reports for management and identifying trends impacting inventory levels. Presented these findings to upper management, resulting in changes to ordering procedures. * **Contributing to the overall operational efficiency and profitability of the pharmacy** by optimizing inventory control processes and minimizing waste. This involved identifying cost-saving opportunities and implementing best practices, leading to significant cost savings for the department. This detailed description showcases a broader range of professional responsibilities and accomplishments, highlighting transferable skills valuable to potential future employers.

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