

## **Kim Clark**

Las Vegas, NV 89119

(510)200-2653

[BeeQueenBoss@gmail.com](mailto:BeeQueenBoss@gmail.com)

### **Summary**

Outgoing Customer Service Rep with a background in Administration, Leasing and Hospitality. Accomplished professional skilled in customer retention by providing personal experiences, and follow-up, to build trust and promote customer satisfaction. Prioritizes work and maintains accurate records. Excellent multitasking abilities.

### **Skills**

- Customer Service
- Office Management
- Administrative Support
- Contracts
- Accounting/Billing
- Software Technology

### **Education**

**U C Santa Cruz** – Business Management   **Berkeley City College** – Creative Writing

### **Experience**

**Leasing Agent**, 07/2023 – 09/2024

**Westcorp Management** – Las Vegas, NV

- Property Tours and Inspections
- Leasing and Renewals
- Move-In coordination with Maintenance
- Collections and Evictions

**Guestroom Attendant**, 05/2023 – 07/2023

**MGM Resorts** – Las Vegas, NV

- Ensured guest rooms were clean and comfortable, changed linen and restocked amenities.
- Provided information to guests about hotel services, facilities and local attractions

**Transitions Customer Service Specialist**, 02/2023 – 04/2023

**Hilton Grand Vacations** – Las Vegas, NV

- Answered incoming customer inquiries regarding product services and information
- Assisted with reservations and navigating the Website
- Complaint resolution
- Assisted Members with exiting from their Timeshare

**TSA Agent (Security Screener), 07/2022 – 12/2022**

**Covenant Aviation Security – San Francisco, CA**

- Screened Boarding Passes and Identifications
- Conducted security screenings of passengers and their baggage, ensuring compliance with TSA regulations
- Monitored passenger flow to ensure that travelers were efficiently processed through the checkpoint

**Leasing Consultant, 01/2022 – 07/2022**

**USA Family – Richmond, CA**

- Greeted prospects and provided information about property
- Conducted tours of available units
- Created Work Orders
- Maintained accurate records of Residents and Units
- Accounting and Banking

**Administrative Assistant and Leasing, 09/2021 – 01/2022**

**Renoir Staffing – Alameda, CA**

- Greeted visitors in a professional manner, responded to inquiries and directed them to appropriate personnel
- Managed incoming calls while providing information or transferring callers to appropriate personnel
- Organized and maintained filing systems for physical and electronic documents ensuring confidentiality of records
- Provided tours of properties and highlighted amenities

**Guest Services Associate, 05/2021 08/2021**

**Wyndham Destinations – San Francisco, CA**

- Greeted guests in a friendly and professional manner at check-in
- Provided information about hotel services, facilities, and local attractions
- Assisted Members with expedited assistance and services

**Counselor, 02/2021 -02/2021**

**Crestlawn Bellville Memorial Gardens – Orangeburg, SC**

- Sales of Pre-need and At-need Burials
- Provided information on costs and financing
- Explained procedures for Internments, Entombments, and Veteran's Services
- Coordinated Services with families and Funeral Homes

**Assistant Manager, 11/2020 – 01/2021**

**Chevron – San Leandro, CA**

- Greeted patrons and provided product information and pricing
- Cashiered for Gas, Lottery and Food Sales
- Restocked Inventory
- Cleaned and maintained store and facility

**Deli Clerk, 07/2020 -11/2020**

**Safeway – Alameda, CA**

- Greeted customers in a friendly and professional manner
- Maintained cleanliness of the deli area and equipment
- Prepared all food orders according to customer specifications
- Prepared salads and meats for display and sale
- Cashier

**Sports Ambassador (Closed due to Covid), 02/2020 - 02/2020**

- Expedited screening of consumers using Biometrics for Airline boarding and Sporting Event attendance

**Fine Dining Server (Closed due to Covid), 02/2020 - 02/2020**

**American Cruise Lines – Guilford, CT**

- Maintained knowledge of current menu items, garnishes, ingredients and preparation methods
- Took orders from customers accurately and in a timely manner
- Delivered food orders promptly and courteously
- Maintained dining room cleanliness and proper set-up at all times
- Ensured that each guest was served courteously, quickly and efficiently
- Responded quickly to guest inquiries and complaints in a professional manner

**Leasing Consultant, 03/2019 -10/2019**

**J Williams Staffing – Pleasanton, CA**

- Greeted prospects and provided property information
- Conducted tours and highlighted features and amenities
- Created advertising and marketing using various media outlets
- Responded to maintenance requests and created work orders

**Administrative Assistant, 11/2018 -04/2019**

**Mark Twain Senior Community – Oakland, CA**

- Provided administrative support to Property Manager
- Maintained office and supplies
- Accepted and processed rent payments
- Gave tours to prospects

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