



JENNA KINNEY

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Summary

Results-driven Shift Lead with a focus on team motivation and customer service. Successfully trained new hires on equipment use and safety regulations, while managing store opening and closing procedures. Coordinated daily tasks and assigned duties to staff members, ensuring compliance with company policies. Demonstrated leadership qualities by holding team members accountable and promoting consistency in food production and preparation.

Precise data entry clerk well-versed in confirming data accuracy of data and resolving discrepancies in information. Offering several years of experience implementing various systems and developing complex spreadsheets. Superior knowledge of grammar and punctuation.

Skills

- Guest service
- Customer service focus
- Team motivation
- Sales proficiency
- Data entry
- Team collaboration
- Time management
- Conflict resolution

Experience

Maui Jim Sunglasses | Peoria, Illinois

Data Entry Intern

05/2025 - Current

- Processed incoming data entries for inventory management and customer orders.
- Maintained accurate records using database management systems and spreadsheets.
- Collaborated with team members to ensure timely data entry and updates.
- Reviewed documents for accuracy and completeness before entry into systems.

Dairy Queen | Metamora, USA

Shift Lead

03/2021 - 05/2025

- Trained new hires on the proper use of equipment, job duties, and safety regulations.
- Managed store closing and opening procedures to ensure safety and security.
- Assisted customers with inquiries, orders and complaints in a timely manner.
- Complied with company standards and policies, setting example for team members.
- Held team members accountable during shift by effectively coaching to improve performance.
- Coordinated daily tasks and assigned duties to staff members in accordance with company policies.
- Supervised food production and preparation, promoting consistency with established recipes and procedures.
- Provided guidance and support to shift workers regarding operational processes, safety protocols, and customer service standards.
- Maintained clean and secure operating environment, driving safety and well-being of employees on shift.

Park District | Washington, USA
Soccer Coach
09/2021 - 03/2024

- Instructed players on rules, regulations, and soccer techniques.
- Motivated players to reach peak performance levels through positive reinforcement methods.
- Organized and led weekly practices that focused on developing team chemistry and communication.
- Demonstrated proper techniques for passing, shooting, dribbling and heading the ball.

Park District | Washington, USA
Soccer Referee
09/2018 - 09/2019

- Interacted with players and coaches to support safe and fair game environment.
- Maintained accuracy and impartiality at all times while officiating games.
- Regularly monitored game play and enforced rules and regulations.
- Demonstrated leadership qualities by taking charge on the field during games to ensure safety of all participants.

Education and Training

Illinois State University | Normal, IL
Bachelor of Science in Business Administration
08/2024 - *Current*

Illinois Central College | East Peoria, IL
Associate of Arts in Psychology
08/2023 - 05/2024

Washington Community High School | Washington, IL
05/2022

Certifications

Food Handlers Certification

References

References available upon request