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KYRA ROBINSON

CUSTOMER SERVICE REPRESENTATIVE

PROFESSIONAL SUMMARY

Result-oriented Customer Service Representative with 3 years of experience. A problem-solver who quickly identifies and closes knowledge gaps to offer value to the employer and team. Adaptable and experienced in meeting and exceeding customer expectations. Expert-level knowledge of industry service protocols and best practices.

EMPLOYMENT HISTORY

JUN, 2023 - AUG, 2023

Human Resources Specialist, US District Court, Washington, DC

- Filing documents and processing applications for future hires at US District Court.
- Assisting with set ups and take downs for important meetings and trainings.
- Developing and maintaining order and structure.
- Assisting with training meetings and award ceremonies.
- Resolving problems.

JUN, 2022 - AUG, 2022

File Clerk, U.S. GPO office

- Filed and scanned documents to maintain organization and accessibility.
- Upheld confidentiality and security protocols to protect sensitive information.
- Assist in managing and maintaining the physical file inventory, ensuring accurate documentation of file locations and tracking of file movement.
- Coordinate with other departments to ensure files are transferred accurately and on time.

AUG, 2021 - DEC, 2021

DTLR Sales Rep, DTLR, McLean, VA

- Maintained excellent customer service.
- Gained knowledge on customers.
- Excellent problem-solving skills.
- Escalated issues when it came to customers.
- Consistently meet or exceed sales targets by utilizing strong product knowledge and the ability to build relationships with customers.
- Develop and nurture relationships with potential and existing customers to drive sales and increase customer loyalty.

APR, 2020 - AUG, 2021

Sales Associate, Forever 21, McLean, VA

- Raised brand awareness through event marketing, demonstrations, sales, and brand promotion.
- Assist in visual merchandising to create an attractive and organized store environment.
- Maintain a high level of product knowledge and stay updated on current fashion trends to provide excellent customer service.
- Contribute to creating a positive and energetic work environment by fostering teamwork and collaboration among sales associates.

OCT, 2015 - MAR, 2018

Fashion designer/Model, Red Sparklez JR.

- Sketched artistic and innovative designs for consideration.
- Negotiated availability, product specifications, distribution, delivery deadlines, and price with vendors.
- Collaborate with marketing team to develop strategic marketing campaigns that align with brand image and target audience.

EDUCATION

AUG, 2023 - PRESENT

Associate's degree in Criminal justice, Miami Dade College

SKILLS

Recruiting

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Customer service

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Conflict resolution

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File/record maintenance

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Kyra Robinson