



# RACHEL KING

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## Summary

Cheerful and upbeat with history of exceeding customer and patron expectations. Calm and composed in stressful situations with successful record of reducing customer dissatisfaction through acknowledgment, decisive communication and focused solutions. Expert at finding win-win solutions. Detail-oriented approach to resolving CRM issues.

## Skills

- Project management abilities
- Senior leadership support
- Schedule mastery
- Call center experience
- Team building
- Problem resolution
- Supervision
- Customer service
- Organization
- Team management
- Communications
- Administrative support
- MS Office
- Relationship development
- Planning and coordination
- Staffing and recruiting professional
- Employee engagement
- Compliance
- Employee relations
- Human resources operations

## Experience

Retina Associates PA | Overland Park, KS

### Personal Service Representative Lead

03/2017 - Current

- Established membership loyalty, executing flawless customer retail account management.
- Capitalized on opportunities to enhance customer experiences and bring in repeat business.
- De-escalated problematic customer concerns, maintaining calm, friendly demeanor.
- Aided senior leadership during executive decision-making processes and generated daily reports to recommend corrective actions and improvements.
- Mentored junior team members and managed employee relationships.

Kansas City Blues Rugby Club | Kansas City, MO

### Secretary

08/2015 - Current

- Created agendas, meeting notes and other documents to enhance collaborative process.
- Assisted production and distribution of memos, newsletters, email updates and other forms of communication.
- Coordinated communications, including taking calls, responding to emails and interfacing with clients.
- Established clear and consistent administrative procedures to minimize errors and avoidable delays.
- Composed, proofread and distributed clean and professional business correspondence and internal team communications.
- Scheduled conferences and associated travel arrangements, including hotel, airfare and ground transportation.

Walgreens | Grandview, MO

**Pharmacy Technician**

06/2011 - 03/2016

- Ordered medicines daily to comply with demands and needs.
- Delivered quality care to customers through close collaboration with pharmacist.
- Communicated with insurance companies for billing purposes.
- Dispensed medications to patients in accordance with pharmacist orders.
- Verified insurance benefits to refill medications and upheld fantastic customer service standards.
- Managed inventories, rotated stock, removed expired or damaged drug products and resolved discrepancies in drug counts.
- Prepared and submitted claims to insurance companies for payment.
- Entered and processed prescriptions into internal system with accuracy to avoid filling delays.
- Calculated dosage, filled prescriptions and prepared prescription labels.
- Processed prescriptions, checking against known patient allergies.

Smallcakes A Cupcakery | Overland Park, KS

**Manager**

12/2008 - 05/2011

- Monitored supplier operations to verify quality, delivery schedule and conformance to contract specifications.
- Collaborated with staff to maximize customer satisfaction, streamline procedures and improve bottom-line profitability.
- Evaluated operational trends and made proactive strategy adjustments to maintain alignment between performance and objectives.
- Trained employees on additional job positions to maintain coverage of roles at all times.
- Drove financial performance of assigned areas by verifying achieved sales and profit goals and implementing plans to correct deficiencies.
- Greeted and encouraged feedback from customers to implement in-store operational changes.
- Maintained ongoing system for development, recruitment, recognition and retention of store crew and management.
- Established and created training programs to enhance employee knowledge of best practices, resulting in improved customer satisfaction.
- Conducted inventory counts by assessing current state of inventory integrity against target accuracy levels and tracking variances.
- Recruited and hired qualified candidates to fill open positions.
- Spearheaded training initiatives to improve employee performance and bottom-line business results.

## Education and Training

Park University | Kansas City, MO

**MBA in Human Resources Management**

12/2019

University of Missouri - Kansas City | Kansas City, MO

**Bachelor of Arts in Communications**

12/2015

Truman High School | Independence, MO

**High School Diploma**

05/2007