Biloxi, MS 228.342.5255 Sara.kwilas@snhu.edu

Sara Kwilas

ASSISTANT MANAGER

EDUCATION

Associate's degree in business management
Southern New Hampshire University
June 2023 to Present
GPA: 3.62
• Relevant Coursework:
- Applied Statistics
- Business Law
- English Composition I & II

OBJECTIVE

Resourceful and meticulous customer service and data entry professional with 2 years of experience in call center and customer-facing roles. Proven history of exceeding performance targets and improving customer satisfaction. Skilled in data entry, customer service, and time management. I am currently pursuing an associate's degree in business management and set to participate in the Disney College Program from June 2 to January 2, gaining valuable experience in hospitality and customer service.

REFERENCES

Available upon request

FUNCTIONAL SKILLS

Data entry (1 year)
• Customer service (10+ years)
• Time management (8 years)
• Microsoft Excel
• Typing
• Microsoft Office
• Bartending (3 years)
• POS
• Restaurant experience (3 years)
• Cash handling (10+ years)
• Mobile devices
• Cash register (5 years)
• Windows
• Scripting
• Interviewing (1 year)
• Cold calling
• iOS
• VoIP
• AI
• Microsoft Word
• Communication skills

"Demonstrated strong communication skills, engaging respondents and improving survey completion by 15% within the first month.
Career Break
March 2020 to September 2023
• Android

EXPERIENCE

Disney College Program
June 2, 2024, to January 2, 2025
• Participating in a prestigious internship program to gain firsthand experience in hospitality, customer service, and operations within Disney Parks and Resorts.
I am currently pursuing an associate's degree in business management.
Telephone Interviewer
Dynata, LLC - Remote
September 2023 to November 2023
• Conducted 50+ interviews daily, collecting critical data for national market research projects.
• Consistently exceeded performance targets, achieving a 20% higher response rate compared to the team average.
• Demonstrated effective communication skills, engaging respondents and improving survey completion by 15% within the first month.
Career Break
March 2020 to September 2023
Dedicated time to personal development, family care, and continued education. 8 Pursued an associate's degree in business management while enhancing key skills in data entry, time management, and customer service through freelance projects and online courses.
Customer Service Representative
General Dynamics Information Technology - Bogalusa, LA
August 2019 to March 2020
• Provided support to over one hundred customers per day, resolving technical issues and product inquiries with a 95% customer satisfaction rating.
• Enhanced the efficiency of the customer service process by reducing average resolution time by 25%.
• Assisted in training new hires, contributing to a smoother onboarding process and increased team productivity.
Data Entry Clerk
Hancock County Health Department - Bay Saint Louis, MS
January 2016 to March 2017
• Processed and accurately entered over 1,500 records into the department's database, maintaining an error rate of less than 0.5%.

• Played a key role in digitizing records, improving document accessibility and retrieval times by 40%.
• Developed and implemented a new filing system that reduced data entry time by 20%.

Certifications and Licenses
"Honored for significant academic growth, commitment to learning, and demonstrated improvement, recognized by the U.S. Department of Education and the President.
Certifications and Licenses"

Bartender License
Present
Crescent City of Gaming and Bartending, Gulfport, MS
Acquired at age 17
• Trained in mixology, beverage preparation, and customer service.
• Knowledgeable in alcohol safety, responsible serving practices, and compliance with local liquor laws.
• Skilled in preparing cocktails, managing bar inventory, and providing quality service in a demanding environment.
ServSafe
• Certified in food safety and sanitation practices.
• Trained to oversee food safely, understand proper cooking temperatures, and prevent foodborne illnesses.
• Knowledgeable in the principles of safe food storage, preparation, and service.

LEADERSHIP

Awards
President's Education Awards Program (PEAP)
Honored for significant academic growth, commitment to learning, and demonstrated improvement, recognized by the U.S. Department of Education and the President.

Additional Information
Additional Competencies • Problem-Solving: Ability to analyze issues and implement practical, efficient solutions to improve workflow and service quality.

Additional Competencies
• Problem-Solving: Ability to analyze issues and implement practical, efficient solutions to improve workflow and service quality.
• Team Collaboration: Contributed to cross-functional teams, fostering a positive work environment and achieving team

targets.
• Adaptability: Demonstrated flexibility in adapting to new roles, technologies, and workplace challenges.
• Cold Calling & Interviewing: Successfully conducted cold calls and interviews to support data collection and research initiatives.