# Kaylei "Rubix" Gleason

3157047244 | rubixgleason@gmail.com | Auburn, NY

## Education

**Grand Canyon University | Remote**
**MBA with a focus in Strategic Human Resource Management | 09/2028**

**Grand Canyon University | Remote**
**B.S Applied Management | 07/2026**

- Graduated summa cum laude—3.7+ GPA
- Completed courses in human resources, business, marketing, and leadership.

## Experience

**East Hill Family & Pediatrics | Auburn, NY**
**Receptionist/Administrative Assistant | 06/2026 - Present**

- Managed patient check-ins using CRM software, averaging 100+ patients daily
- Coordinated scheduling and flow of patients and their families in various clinical areas
- Utilized 9+ systems simultaneously to ensure efficient operations
- Handled scanning and faxing of important paperwork
- Improved employee morale and customer retention through effective communication and support
- Adapted to flexible shifts to meet the needs of the medical offices

**National Grid | Remote**
**Inbound Customer Service Representative | 01/2026 - Present**

- Resolve customer concerns independently within a high-volume remote call center environment.
- Handled 100+ inbound customer support calls per hour for collections and moves departments while maintaining customer satisfaction and professionalism.

**Walgreens Boots Alliance | Auburn, NY**
**Manager on Duty | 09/2024 - 12/2025**

- Implemented a process resulting in a 10% reduction in theft within one year
- Ensured adherence to company policies, procedures, and safety standards to maintain office cleanliness and equipment safety
- Trained over 10 new cashiers and shift leads about their job roles and commitments.
- Revamped HR hiring process to recruit team members with specialized industry knowledge
- Designed a career advancement program to enhance employee satisfaction and retention

**The Home Depot | Auburn, NY**
**Supervisor | 09/2022 - 09/2024**

- Demonstrated proficiency in handling customer inquiries and providing accurate and timely responses
- Utilized strong communication skills to effectively train and onboard new employees
- Maintained detailed knowledge of product lines and operating systems
- Ensured accuracy in cash register transactions and money handling duties

## Volunteer Experience

**7cups Peer Listener**

- Provided compassionate, crisis-aware emotional support to individuals experiencing stress, anxiety, and emotional overwhelm in a confidential chat environment.
- Utilized active listening, empathy, and de-escalation techniques to help users feel heard and supported.
- Managed a steady flow of conversations, assisting 20+ users per week while maintaining professionalism and boundaries.

**Recruiting and Onboarding Internship**

- Assisted with candidate outreach, recruitment coordination, and applicant communication in college recruiting environments.

- Supported onboarding and hiring-related administrative processes.
- Helped evaluate candidate fit and maintain organized recruitment documentation.
- Managed scheduling, documentation, and administrative operations in fast-paced office settings.

## Skills

Time Management, Virtual Collaboration , Documentation & SOP creation, High-volume call, chat, and email handling, Quality assurance & adherence to KPIs, Microsoft Office, Google Suite, Customer retention strategies, Customer service, Salesforce, CSS, employee onboarding, Documentation, Computer literacy