

Keanna Bland

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Professional Summary

I'm Energetic and performance driven. I have an excellent track record of providing quality customer service, managing client accounts, and handling administrative duties. I possess strong communication skills and a commitment to resolving issues in a timely manner. I am confident that my skills would be an asset to your company. I'm also CPR Certified for Adults and Children with the state of Indiana.

Authorized to work in the US for any employer

Work Experience

Auto Parts Counter Person

Toyota of Brookfield-Brookfield, WI

June 2025 to Present

Greet customers, determine their needs, and provide excellent customer service and satisfaction

Establish a method of payment

Handle all parts telephone inquiries regarding parts purchase

Parts distribution to service technicians

Accept warranty parts and cores for return

Return all warranty parts to factory via proper marking/tagging procedure as dictated by factory

Process all pertinent documents and associated parts

Actively identify related parts needed on repair jobs

Advise customer or Service Consultant of all parts stocking status

Ensure Parts Department security for all parts and paperwork

Write purchase orders for parts and sublet work required from outside suppliers and get management approval

Use the computer system consistently and accurately to post sales and track lost sales

Provide necessary information to the Parts Manager for special orders, emergency purchase, and lost sales

Maintain parts in correct locations and bins

Keep work and department area clean

Help with taking out garbage and boxes

Keep up to date on all training and certification

Responsible for pulling and stocking parts inventory

Run bin "spot checks" as directed

Be responsible for receiving money and cashing out customers

Establish good communications between associates in parts and other departments

Report any issues to department manager

Independent Business Owner/Administrator

Dancing Dynamites-South Bend, IN

February 2014 to Present

Teach and train different genres of dance via zoom, boys and girls from ages 6-18. I also teach tumbling and the necessary technique you will need to be able to succeed at Dance Competitions. Answering multi phone lines, Data Entry, Scanning, Filing, excel Spreadsheet entry. Familiar with all Microsoft Software. Some Communications via email through Microsoft outlook and Gmail.

Commercial Specialist

AutoZone-Milwaukee-WI

August 2023 to April 2025

Providing exceptional customer service

Open commercial, Assisting customers in finding the right products over the phone and in person. Batch cash register. Maintaining store cleanliness, Processing transactions, over sea drivers by ordering parts and getting parts delivered to customers in a timely manner.

Accounts Receivable Clerk

MG Foods-Oak Creek, WI

September 2022 to January 2023

Creates invoices according to company practices; submits invoices to customers. Maintains and updates customer files, including name or address changes, mergers, or mailing attentions. Cross trained on Account's Payable, assist with onboarding and Payroll.

Experience and Knowledgeable With Light Speed and POS

Self Storage Manager

Devon Self Storage-Milwaukee, WI

January 2020 to August 2022

Answering phone calls, emails, and walk-in inquiries about storage units and services.

Building rapport with customers, addressing their needs, and resolving any issues or complaints. Promoting and selling items like boxes, tape, and locks to customers. Managing the rental process from start to finish, including showing units, explaining lease agreements, and completing paperwork. Following up on late payments and managing the collection process. Supervising any assistant managers or other staff members.

Cashier/Customer Service

Basney Honda-Mishawaka, IN

June 2016 to December 2019

CDK experience. Answering multilene phone , processing customer payment for repairs , sorting , scanning , filing and data entry.

Cashier/Customer Service Manager

Walmart-Supercenter

October 2012 to April 2016

Oversees purchase, return and exchange transactions and assists with the correction of errors where required, providing approvals, and verifying processes to meet Company guidelines. Handle cash register, handling payments and receipts, scan items, greet customers and assist customers with what they needed.

Caregiver/receptionist/transport

VONMORE HOME HEALTHCARE-Springfield, IL

February 2008 to July 2012

Assist clients in the michiana area (Indiana) with addressing everyday personal needs such as toileting, bathing and grooming

Answer telephone and direct customers to direct place. Perform light housekeeping activities such as cleaning, dusting and vacuuming, Make beds on a daily basis and change linen as often as required.

Engage clients in physical and mental exercises prescribed by their doctors. Transport to and from all appointments and all errands.

Escort on appointments with hair dressers and physical therapists. Provide companionship on a daily basis by lending an ear or a shoulder to lean on. Engage towards indoor and outdoor activities such as walking and light sport. Prepare food or oversee the preparation of food to ensure that hygiene standards are met and that doctors' orders are being followed. Manage laundry and ironing activities. Run errands including grocery shopping, bills payment and mail handling. Maintain a safe and clean environment and ensure that garbage is taken out on a daily basics.

Warehouse Worker

Forge Industrial Staffing-Elkhart, IN

June 2007 to October 2010

pulling materials, packing boxes, placing orders in delivery area.

Education

High school diploma

Nicholas Senn

Skills

- Accounts receivable
- Patient interaction
- SharePoint
- Personal Assistant Experience
- Direct sales
- Office Management
- Medication Administration
- Front Desk
- Transporting (10+ years)
- Laundry
- Care plans
- Clerical experience
- Negotiation
- Kitchen management
- Food management
- Supervising experience
- Childcare
- Windows
- Microsoft Word
- ability to work under pressure. (10+ years)
- Multi-line Phone Systems
- Data entry

- good communication
- Data collection
- Microsoft Outlook
- positive attitude
- Management
- Guest services
- Team development
- Customer service
- Microsoft Access
- Accounts payable
- Manufacturing
- Delivery driver experience
- microsoft office (4 years)
- Communication skills
- listening
- Casual dining experience
- Cleaning Experience
- Epic
- Self confidence
- Heavy lifting
- B2B sales
- Microsoft Powerpoint
- Computer skills
- Payroll
- Basic math
- Office experience
- Cash handling
- Home Care
- Social media management
- Accounts Receivable
- CNA
- Time management
- Human resources
- team player
- Care Giver
- Phone etiquette
- Dealership experience
- Hospitality
- Dancing
- POS

- GPS
- Customer support
- Mobile applications
- Leadership
- Retail math
- Typing
- Microsoft Office
- Food service management
- Medical office experience
- Call center

Certifications and Licenses

CNA

Non-CDL Class C

ASE Parts Specialist Certification

ASE Certification

Driver's License

CPR Certification