

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

Parts Counter Person

Toyota of Brookfield-Brookfield, WI

April 2024 to November 2025

assisting customers and service technicians with their parts needs by greeting them, identifying and locating parts, and processing sales transactions. Experience with using CDK system which allows me to verify part availability, create invoices, and track orders, etc.

Commercial Specialist

AutoZone-Milwaukee-WI

August 2023 to April 2024

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 using E-Verify!

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.

Parts Counter Salesperson

Basney Honda-Mishawaka, IN
June 2016 to December 2019

CDK experience. Answering multiline 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 Registration

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. Assisted in the registration process of new patients, verifying patient demographics, insurance, and medical history information.

Patient Registration

April 2010-July 2012

Demonstrated effective communication skills while interacting with patients, family members, and coworkers.

Maintained accurate records and filing systems for patient registrations.

Applied knowledge of insurance verification to ensure accurate postings of insurance payments.

Entered patient information into the computer system using HIMS to ensure accuracy.

Managed patient registration and scheduling tasks while adhering to policy and procedure regulations.

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

- Communication skills
- Customer service
- Leadership
- Computer skills

Certifications and Licenses

Driver's License

CPR Certification

ASE Parts Specialist Certification