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**KRISTEN ARNOLD**

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## PROFILE

A dedicated professional with 4 years of management experience, 12 years customer service experience, and 10 years varied writing and communication experience. Specializes in customer services, written communication. Self-starter and highly organized. Seeking to use skills and experience in a new career as an Administrative Assistant.

## SKILLS

Microsoft Office

MacOS and Microsoft OS

Typing speed: 55 WPM

Content Creation

Hootsuite

Salesforce

## EXPERIENCE

### CREW MEMBER • TRADER JOE'S • 2010–PRESENT

Provide a WOW Customer Experience by creating a fun and friendly shopping experience at the register and on the sales floor. Share product knowledge with both customers and fellow crew members. Anticipate customer needs and fulfill those needs in a prompt way. As the wine section leader, order product and change merchandising to maximize sales and product availability. Provide tasting for crew engagement, education, and product knowledge. Create displays, plan and execute customer tastings.

### MATE (ASST. MANAGER) • TRADER JOE'S • 2015–2019

Lead and develop 80+ Crew Members through personality specific feedback, support, and training. Send professional emails to in-store and corporate teams. Organize and file daily paperwork. Create and execute decisive plans of action. Lead teams in cooperation with other assistant managers. Provide an environment of No Bureaucracy. Uphold core values. Improve daily operations to increase sales and store efficiency. Oversee applicant hiring process. Create opportunities for crew to generate product excitement and education. Increase product knowledge through tastings and various resources: (the bulletin, personal study, emails and product information sheets)

### MARKETING ASSITANT • MOODY PUBLISHERS/RADIO • 2008–2009

Research new tactics using online social networks in marketing. Create ways to interlink online marketing efforts. Manage brand's twitter account and blogging presence. Assist in brainstorming and implementing new marketing strategies. Collaborate with the marketing team on strategic objectives to increase the presence of the brand. Provide consistent status and progress reports. Manage relationships with affiliated radio stations and create new relationships to expand the brand in new markets.

## EDUCATION

### BA – COMMUNICATIONS • 2009 • MOODY BIBLE INSTITUTE

\*pending 3 credits of foreign language