

2018-547

## Kimberly A. Kim

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### ◆ SUMMARY

Dedicated professional with nearly twenty years of hands-on expertise in business, marketing, and multicultural leadership. Balanced educational background, with applied knowledge of and experience in training and diversity. I also have specialized skills in social media management, data analysis, and computer programs.

### ◆ WORK HISTORY

*April 2000 - Present*

*Strategic Account Specialist, Johnson & Johnson Vision Care, Inc.*

- Responsible for handling and processing substantial contact lens orders for retail and distributor accounts, these orders account for nearly 85% of Vistakon's revenue.
- Assist members of Management with Green Belt Data collection and analysis.
- Responsible for assisting supervisors with multiple tasks including but not limited too; Escalated calls, Daily updated statistics, and Excel Spreadsheet information.
- Assist customers with placing orders online through Vistakon's website, provided innovative ideas to increase web usage.
- Responsible for creating and providing training documents for new associates.

Previous positions within J&J:  
Recognition/Booster Team Leader  
Team Advisor Assistant  
Internet Customer Service Representative  
Call Quality Representative

*April 2004 - May 2010*

*Supervisor, Kids Kampus, City of Jacksonville*

- Supervised and provided training for sixteen recreational specialists, both full time and part time employees.
- Responsible for designing and implementing learning programs for pre-school to elementary aged children.
- Responsible for managing a city park and ensuring the safety of the public at all times.
- Responsible for documenting the number of visitors and customer satisfaction.
- Created and maintained all online marketing for Kids Kampus, including but not limited too; reporting current statistics of park attendance and comments.
- Created the park's first Multicultural Inclusion plan, as applicable to the City of Jacksonville's code of conduct manual.

*June 1997 - April 2000*

*Customer Sales/Service, Metris Companies, Inc.*

- Responsible taking incoming calls regarding credit card accounts in our Platinum card division.
- Maintained 98% productivity and consistent above average call quality.
- Responsible for increasing consumer service sales by a minimum of 7% each month.
- Facilitated meetings with Department Manager regarding monthly statistics and diversity marketing strategies.

*July 1995 - June 1997*

*Various Customer Sales/Service & Mail Handling Positions Manpower Temporary Service*

- Responsible for taking incoming calls for several different companies throughout employment with Manpower.

- Handled sorting and distribution of mail and payments for three prominent companies in Northeast Florida.
- Volunteered to work in other areas where my assistance was needed.

#### ◆ EDUCATION/CERTIFICATIONS

- Master of Science in Criminal Justice, Florida Metropolitan University, 2007.
- Bachelor of Science Degree in Business Management, University of Phoenix, 2005
- Advanced Certifications in Microsoft Office Applications.

#### ◆ COMPUTER SKILLS

Proficient in the following computer applications:

- Entire current Microsoft Office Suite
- HTML/JAVA Web Design, EDI
- 10-key
- AS/400
- SAP ERP - Business Management System
- All Major Social Media Websites
- Additional Skills and References upon request.