

KASSANDRA L. YOUNG

OBJECTIVE

To obtain a professional position in the areas of accounting, business, finance, or education in an environment that offers the opportunity to utilize my expertise in human resources, office management and customer service.

SUMMARY OF EXPERTISE

Detail-oriented	Bookkeeping	Financial Reporting
Regulatory Compliance	Payroll	Accounts Payable
Accounts Receivable	Customer Service	Problem Solver

EXPERIENCE

DeKalb County School District

Clerical Sub

Human Resources Department

August 2022 – Present

Chamblee Charter High School

November 2018 – May 2019

- Provide exceptional customer service on a daily basis with high quality candidates for available position through a variety of mediums, to include but not be limited to: office visits, telephone calls, designated mailboxes and emails
- Manage and maintain correspondence to employees including staff letters, new hire packets, certification packets, leave transfers employee benefits or separation correspondence
- Assist with the recruitment process by contacting candidates and issuing employee profile and new hire packets
Work correlatively with staff and other departments to ensure smooth function of the department
- Maintain a variety of employment files and records, compiling pertinent applicant/ employee information for the purpose of ensuring accuracy of applicant/employee's compensation, certification, benefits, maintaining eligibility for position and complying with all Federal /State/District regulations
- Organize and expedite flow of work through Human Resources and initiates follow up action and follows up on pending matters
- Supervise students while in the library/media center, promotes reading programs and ensures availability of materials to students and staff

Marshalls

Sales Associate

October 2017 – 2022

- Train and mentor new associates regarding standard operating procedures for effectiveness utilizing available resources.
- Ensure a positive customer experience while promoting a culture of honesty and integrity.
- Address customer concerns, respond to POS coverage needs, and coordinates breaks for all associates

Zaxby's

General Manager | February 2009 - July 2017

- Responsible for staffing, organizing, and developing 20-30 employees performing customer service, janitorial, and accounting needs in a fast-paced working environment.
- Analytical responsibilities included evaluating previous year's sales totals to effectively forecast staffing needs
- Coordinate continuous improvements through training opportunities resulting in improved customer service, financial controls, and productivity.
- Responsible for researching losses found during weekly and monthly reconciliations. Produced weekly reports in conjunction with action plan to improve and or eliminate root cause (i.e., training, disciplinary measures, etc.)
- Hire, train, counsel, motivate and monitor performance of employees, as necessary
- Provide direct reports with clear expectations and the necessary tools, training, and information to effectively perform their jobs
- Provide accurate and timely payroll and HR-related administration and recordkeeping for all employees.
- Maintain Accounts Receivables, Accounts Payable accounts, and Cash Handling procedures to company standards

EDUCATION

Stratford High School

High School Diploma – 2006

Georgia State University

Associates in Health Science -2022

AWARDS AND ACKNOWLEDGEMENTS

- First Aid / CPR Certification