

# Kathleen Batistig

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Hard-working. Dependable. Punctual. Detailed. These are just some of the qualities I've been praised for by employers. One of my excellent natural skills is my friendly voice and ability to connect and understand with others. These people skills I've acquired through life have helped me excel in jobs requiring management or customer service.

Willing to relocate to: Columbia, SC - Lexington, SC  
Authorized to work in the US for any employer

## Work Experience

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### **Sales Associate**

Coach-Myrtle Beach-SC  
April 2024 to August 2024

### **Customer Service Associate**

Lowe's Home Improvement-Indiana, PA  
April 2020 to December 2023

Left job because of moving to another state

- Assisted customers with finding exactly what they needed.
- Engaged with customers to find out more about better ways to help them and suggest options to best fit their needs.
- Downstocked merchandise efficiently so that shelves were always full and presentable.
- Exceeded customers and supervisors expectations.

### **Purchase Order Coordinator Administrative Assistant**

Ice Qube, Inc-Greensburg, PA  
February 2019 to March 2020

- Provided friendly and personable customer service to customers over the phone.
- Entered quote proposals for sales representatives into OnContact system for quicker delivery to customers and to provide the sales associate to focus on driving sales.
- Managed orders and informed customers of any delays or updates with their order directly and often.
- Followed ISO certification and protocols so that orders were accurate and correct.
- Experience with Excel/OnContact programs.
- Reviewed purchase orders with exquisite detail to make sure there was no errors or mistakes for correct input into the computer and so there are no delays on an order.

### **Housekeeper**

Sandy's Cleaning Service-Indiana, PA  
December 2018 to February 2019

### **Assistant Manager/House Cleaner**

CottageCare House Cleaning-Newburgh, NY  
October 2016 to January 2018

- Interviewed job candidates and made staffing decisions.
- Processed daily accounting including bank deposits and invoices.
- Strategically scheduled team members to maintain optimal staffing levels at all times.
- Managed the office while the manager was out of town.
- Fostered a positive work environment by consistently treating all employees and customers with respect and consideration.
- Resolved all customer complaints in a professional manner while prioritizing customer satisfaction.

## Education

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Orange County Community College - Newburgh, NY  
November 2016 to April 2017

### **Regents diploma**

Cornwall Central High School - New Windsor, NY  
February 2012 to February 2012

## Skills

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- FILING
- DETAIL ORIENTED
- PUNCTUAL
- Customer Service
- Data Entry
- Front Desk
- Administrative Assistant
- Organizational Skills
- Receptionist
- Clerical Experience
- Microsoft Office
- CRM Software (1 year)
- Purchasing (1 year)
- Administrative Experience
- Order Entry
- Residential Cleaning
- Sales Support
- Payroll
- Accounts Receivable
- Accounts Payable
- Personal Assistant Experience
- Microsoft Outlook
- Supervising Experience

- Sales
- Merchandising
- Planograms
- Microsoft Excel
- Microsoft Word
- Interviewing
- Office Management
- Accounting
- Management
- QuickBooks
- Salesforce
- Account Management
- Research
- Human Resources
- Event Planning
- Commercial Cleaning
- Forecasting
- Hotel experience
- Customer service
- Supervising experience
- Leadership
- Sales
- Conflict management
- Interviewing
- Order entry
- Front desk
- Payroll
- CRM software
- Cleaning
- Residential cleaning
- Photography
- Sales management
- Retail sales

## Certifications and Licenses

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### **Driver's License**