

Kyle Liss

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A young, experienced, Customer Service Manager and instructor holding a BA, with a strong work ethic, attention to detail, and a creative, flexible approach to a multitude of fields.

Experience Pertinent to this Position

First Ascent Climbing and Fitness (Chicago, IL)

2016 – 2017

Customer Service Representative/Front Desk

- As opener for the gym, was a shift leader with sole responsibility over the 25,000 square foot facility from the hours of 5:30am to 9am
- Received several performance awards for large-scale account updates
- Community Values award recipient
- Detailed and in-depth work with MindBody account management software
- Retail responsibilities including handling and counting cash drawer, accepting credit card payments over the phone, etc.
- Responsible for safety and facility orientations for new climbers, as well as safety certifications for more experienced climbers
- Was a part-time instructor for youth camps, kid's climbing classes, and private climbing lessons
- CPR certified

Safigel Contact Lenses (Chicago, IL)

2011 - 2013

Customer Service and Shipping Manager

- Please Note: Safigel is a B2B company that does not sell lenses to patients. As such, all work involved direct contact with high-level doctors and their staff.
- Personnel management, including:
 - Training and managing employees in the Shipping Department to ensure efficient order processing, and that we were meeting Customer demand.
 - Training and managing Customer Service Representatives to make sure that they were knowledgeable about our product, and able to answer any questions Doctors might have. This was often high-pressure, given the speed at which Doctors' offices operate.
- Customer Service management, including:
 - Lead role in the CS department, overseeing contact with accounts and aiding Representatives in delivering the best possible CS experience.
 - Regularly scheduled follow-ups with accounts to make sure our Doctors' offices were receiving all necessary promo materials, sample lenses, etc.
 - Developing backorder fulfillment strategies, and following up with Customers during backorder periods to ensure their continued satisfaction.

- Oversight of our Customer database, including:
 - Input of new Customers and update of Customer information in Intuit Quickbooks.
 - Follow-up with new Customers to get complete information from Doctors' offices.
- Work with the Sales Team, including:
 - Generating weekly Sales reports for our Reps in Intuit Quickbooks.
 - Regular communication with both our VP of Sales and our entire group of independent and contracted Sales Reps to ensure they had all materials needed and were well educated about our unique product.
 - Data analysis in salesforce.com (cloud-based service) to aid the Sales Team.
- Inventory management, including:
 - Tracking inventory both on-site and at our storage Center.
 - Annual inventory assessment.
 - Working directly with our President to create projections for inventory orders.
- Oversight of all shipping and receiving, including:
 - Unpacking and checking in large shipments of product from Taiwan.
 - Communication with International Shipping companies to receive our lenses on-time from our manufacturing plant in Taiwan and work through delays.
 - Due to Safigel's small size, actual packing/shipping of many orders.
- Due to Safigel's compact workforce, this position included Sales work, such as:
 - Encouraging Doctors offices who had heard about the lenses via advertisements or patient recommendation to purchase our sample kit, lens boxes, or even a 50-box bank (\$2,000 value).

Caltera School of Music (Berwyn, IL)

2006 – 2008

General Manager

- Creation and editing of lesson and theory instruction materials in Sibelius.
- Scheduling of lessons and small group rehearsals.
- Communication with parents regarding payment and scheduling.
- Payroll management, bank deposits, and other financial work.

Other Professional Experience

House Call Music, LLC (Chicago, IL)

2013 – Present

Piano and Music Production Instructor

- Detailed work with students to discern their goals, and instruct them in a variety of musical topics at many different skill levels. Note/sight reading
- Positive feedback from students and parents on ability to develop a unique curriculum for every student that suits their individual needs.

Empowerment Church (Melrose Park, IL)

2016 – 2017

Musical Director

- Leader and point person for services, rehearsals, and backing band.
- Management of backing band, including arranging substitutes and payment.

Volunteer Work

Kadampa Meditation Center Chicago (Chicago, IL)

2013 – 2017

Webmaster and Education Program Coordinator

- Work with our Resident Teacher to create class, workshop, and retreat programming to bring benefit to those interested in meditation.
- Copy creation for all classes, retreats, and workshops.
- Coordination of our volunteer base to assist with classes and special events.
- Executed a total re-vamp of our WordPress based website (www.MeditateInChicago.org) to make it more modern, clean, and functional.
- Creative thinking and problem solving to present information in the best possible way.

Education

Roosevelt University - Bachelor of Music, Jazz Studies

2011

Oak Park River Forest High School Diploma

2008

- OPRF Honors:
 - Exemplary marks on all standardized testing, including a 35 combined ACT score, and 5's (highest score) on 3 AP exams
 - 2008 Illinois State Scholar, National Merit Scholar
 - Member of The Cum Laude Society

References

- Jason Patera. The Chicago Academy for the Arts, Head of School and Past Employer.
 - jasonpatera@mac.com.
- Keith Geraghty. First Ascent Climbing and Fitness, General Manager and Past Employer.
 - keith@firstascentclimbing.com.
- Kevin Kozol. House Call Music LLC, President and Current Employer.
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- Eric Sharvelle. Safigel Contact Lenses, President and Past Employer.
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