

Kendall Poland, SrA

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Professional Experience

United States Air Force, Ellsworth AFB, SD

Financial Technician

April 2017 to Present

Financial Management and Comptroller squadron manage military accounting systems and financial records. Financial technicians process military payments while providing customer service and support for military pay issues. Responsibilities include, processing financial transactions, resolving organizational financial matters, and certifying documents. The finance office controls the base travel system, payment of vouchers, and allocation of funds.

- Lead of Defense Travel System (DTS) for roughly 4,000 military personnel, requiring approval and allocation of funds.
- Lead travel personal, process, verify audit travel claims, and determining fund availability for travel orders.
- Process thousands of military pay transactions to correct pay entitlements by preparing, verifying, and auditing pay transactions.
- Knowledgeable on fiscal laws and regulations, accounting, and payment principles/procedures. Retaining information on up to date Air Force regulations and policies to ensure the processing of legal transactions.
- Created visual, oral, and written presentations, while facilitating briefings on travel claims, understanding military pay and deployment entitlements for many organizations.
- Demonstrated organizational skills by locating data and reports quickly and effectively to ensure compliance with military regulations.
- Process military pay documents and maintain records, analyze military pay data and certify transactions, replying to emails, answering phone calls
- Financial management duties such as budgeting, disbursing, and accounting for government funds, receive and post documents to accounting/budget systems, process treasury checks for payment and pay for invoices, maintain files and prepare financial reports/travel vouchers, review contracts, and invoices, and receive reports

Verizon Wireless, Berkeley, CA

Sales Representative

February 2016 to August 2016

Sales representatives at Verizon equip people with wireless products while ensuring customer satisfaction. Representatives facilitate retail sales of cellular phones and additional wireless products. Possess up to date knowledge of Verizon products and services while assisting equipment set-up. Maintaining daily operations and monitor sales to companies set expectations.

- Outstanding performance in selling core products while ensuring customer satisfaction. Adding additional sales opportunities by identifying customer needs.
- Selling phones, activating cellular devices, answering technical questions, maintaining the store, encouraging to expand the sale, selling accessories, Comcast (xfinity), jetpacks, home phone connect, hum, etc.
- Making callbacks and reaching out to existing customers. Teach customers the capabilities of their phones. Staying up to date on the latest technology, promotions, and procedures.
- Handling daily store operations such as opening/closing, inventory, cash flow, and additional administrative duties.
- Increased business to the location by providing excellent customer service and honest advice. Provided a safe and friendly environment for customers while maximizing sales.

Bollinger Nail Salon, Walnut Creek, CA

Receptionist

September 2015 to February 2016

Receptionist duties include greeting clients, walking them to proper stations, and assigning customers appropriately throughout the salon. Booking and confirming appointments for customers while processing transactions and issuing receipts.

- Manage nail technicians, scheduling all appointments, answering phones, setting up the clients, engaging with clients.
- Handled daily operations such as opening/ closing the salon, cash flow, clean up, and additional administrative duties.
- Excellent skills in dealing with dissatisfied customers and performing in high demanding locations while multitasking.
- Making sure the technicians are properly providing the service, organizing nail salon, sweep, clean, dust, while evenly divide work throughout nail technicians.
- Excellent communication skills, efficient using a computer, the ability to problem solve while providing a comfortable environment.

Compass for Kids, Lexington, MA

Marketing and Office Internship

August 2013 to August 2014

Compass for Kids non-profit organization offered courses for teachers to provide academic support and emotional support for at-risk families. By hosting events and teacher workshops, teachers are educated on dealing with problems that occur in the education system.

- Created flyers for the teacher workshops, as well as distributed mass emails to promote events/donations.
- Fastest intern to clean out the database and entering teacher registrations, working with programs such as Tele-magic, Word, Excel, & Powerpoint Presentation.
- Maintaining office duties such as answering phones, entering contracts, recording sign-in sheets, and distributing event information.
- Maintaining records by matching bills to invoices, filing paperwork, and clearing out old data records.
- Assisted with set-up, registration, advertising, and clean-up of major events while providing marketing ideas and following marketing execution plan.

Brookhaven at Lexington, Lexington, MA

Waitstaff

August 2013 to August 2014

Brookhaven provides assisted living to the elderly while offering an array of amenities, including casual dining options, engaging social activities, learning opportunities, and interactive fitness classes. Waitstaff assists in casual dining experience for all meals providing formal evening dining.

- Greet residents, serve meals according to their needs. Cater to residents offering drinks, meals, as well as dessert.
- Clean tables and carry trays from the kitchen. Make sure residents are satisfied with meals and have great customer service. Clean up the kitchen and make sure everything is ready for the next day.
- Make sure the assigned section is clean and properly organized with correct utensils, napkins, and tablecloths.

Education

Associates in Financial Management

September 2020

Community College of the Air Force, Maxwell AFB, GA

High School Diploma

May 2015

Lexington High School, Lexington, MA

Awards & Certifications

DoD Financial Management Certification

United States Air Force, May 2020

Airmen of the Year

28 Comptroller Squadron, January to December 2018

Airmen of the Quarter

28 Comptroller Squadron, April to June 2018

Certificate of Appreciation – 50 hrs Volunteer Service

37th Air Expeditionary Wing, June 2019