

Kyle R. Reilly

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EDUCATION

CAL LUTHERAN UNIVERSITY

Master of Business Administration, expected 3/2013
Festival of Scholars Participant
Emphasis on Strategy, Marketing, Sales
GPA: 3.9/4.0

UNIVERSITY OF CALIFORNIA, LOS ANGELES

B.A. Communication Studies, 2008
Mass Communications Concentration
GPA 3.4/4.0

PIERCE COLLEGE

A.A. Liberal Arts & Science, 2007
Honors Program, Dean's Scholar

CHAMINADE COLLEGE PREPARATORY

High School with First Honors
National Honor Society, Dean's Honor Roll

EXPERIENCE

TIME WARNER CABLE, Van Nuys, CA

Top Performing Inside Sales Professional/Projects, 02/06 - Present

- Surpassed department sales goal by 176%
- Developed training material and coached over 80 employees resulting in 8% increase in department sales
- Conceptualized enhancements to employee scorecard with process improvement
- Communicated and co-authored weekly department newsletter to all team members
- Managed team of 12 as Interim Supervisor, supporting 9,600 monthly customer interactions, increasing team productivity by 8% and customer satisfaction by 11%
- Increased team's monthly revenues by 11% and conversion by 14%
- Conducted root cause analysis of database records to recommend marketing tactics to corporate
- Compiled reports for Sales, Revenue, Net Gains, and ad-hoc reporting as requested by manager
- Participated in the Diversity Committee and represented the company at philanthropic events
- Developed custom solutions and plans for clients to meet their needs
- Recommended enhancements to marketing plans by participating in 360 feedback forums with senior leadership

Best Buy, Woodland Hills, CA

Customer Service Lead, 05/03 – 02/06

- Developed new hires and increased department warranty goal by 23%
- Provided exceptional customer service with each guest interaction
- Managed safe log and verified cash tills at end of shifts

COMPUTER SKILLS

Microsoft Word, Excel, Access, PowerPoint, Word, Outlook, Project, SharePoint, Adobe Captivate, Adobe Articulate, Basic HTML, Sales force, Windows and Mac Applications

AWARDS

- Mission and Values Award Recipient (Time Warner Cable)
- Top Performer of the Year (Time Warner Cable)
- Invited to Participate in Festival of Scholars (Cal Lutheran University)
- Winner's Circle (Time Warner Cable, Sales Excellence)
- President's List Scholar (Pierce College)
- Full-Time Dean's List Scholar (Pierce College)