

KENDALL COLE

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HUMAN RESOURCES CANDIDATE

Detail-oriented and service-focused HR Assistant candidate with strong administrative, scheduling, and communication experience. Skilled in managing records, coordinating interviews, supporting new hire processes, and responding to employee and customer inquiries with professionalism. Proven ability to handle confidential information, prioritize multiple tasks, and maintain accuracy in fast-paced environments.

EDUCATION

University of Nevada, Reno, *Bachelor of Science in Business Administration*, Expected May 2029
Vista Del Lago High School, *High School Diploma*, May 2025

RELEVANT SKILLS

- Administrative Support
- Scheduling
- Recordkeeping
- Customer & Employee Service
- Conflict Resolution
- Multi-Tasking
- Time Management
- Communication
- POS Systems
- Cash Handling
- High-Volume Phone Support

EXPERIENCE

Olive Garden — Folsom, CA

To-Go Specialist | October 2024 – August 2025

- Handled high-volume phone, online, and in-person orders, maintaining a 95% accuracy rate under pressure.
- Processed payments, balanced cash drawers, and verified receipts at end of shift to ensure accurate daily reporting.
- Provided customer support by answering questions, resolving issues, and maintaining a positive experience.

Expo | March 2024 – August 2025

- Served as a communication link between servers and kitchen staff, coordinating priorities and managing 10–40 active meal tickets at a time.
- Verified order accuracy, quality, and presentation, demonstrating strong attention to detail and consistency.
- Organized multi-item trays and assisted with workflow improvements, helping reduce order errors by 20%.

Host | September 2023 – August 2025

- Provided front-desk administrative support, greeting and checking in 100+ guests per shift with a professional and welcoming demeanor.
- Managed reservations, waitlists, and table scheduling, ensuring accurate data entry and clear communication with team members.
- Coordinated seating rotations among 6–15 servers to support efficient staffing and balanced workloads.
- Assisted with onboarding tasks for new hosts by explaining procedures, reviewing checklists, and demonstrating systems.

California North Referee Administration — Folsom, CA

Youth Soccer Referee | April 2021 – September 2022

- Managed and documented match details for U8–U18 games, ensuring compliance with league rules and safety guidelines.
- Communicated decisions clearly to coaches, players, and spectators, demonstrating professionalism and conflict-resolution skills.
- Collaborated with team members to maintain 95% call accuracy and uphold organized, structured event environments.

CERTIFICATION

US Soccer Learning Center – Grassroots Referee Certification | April 2021

HUMAN RESOURCES INTERESTS

Talent acquisition coordination, interview scheduling, employee onboarding support, maintaining accurate and confidential employee records, HR systems, and improving internal communication and organizational processes.