KAYLA ROMERO

ACCOUNT REPRESENTATIVE

CONTACT

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(816) 555-0159

Kansas City, MO

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SKILLS

- Customer Service
- Sales
- Order Processing
- CRM
- Excel
- Outlook
- Microsoft Office
- Word
- Attention to Detail
- Time Management

EDUCATION

Bachelor of Business Administration

12/2024

University of Missouri-Kansas City

Kansas City, MO

Business

CERTIFICATES

Microsoft Office Specialist: Excel Associate

04/2024

Microsoft

Customer Service and Sales Certification

10/2023

NRF Foundation

SUMMARY

Account representative with nearly 2 years of B2B sales and customer service, handling 140 small-business accounts for a packaging distributor. Processes orders and quotes quickly, calls customers before they run out, and keeps records accurate in Excel and the CRM so nothing slips between the warehouse and the customer.

EXPERIENCE

Account Representative

01/2025 - Present

Heartland Packaging Supply — Kansas City, MO

Distributor of boxes, tape and shipping supplies to 2,000 business customers.

- Manage **140** small-business accounts, handling order processing for 35 orders and quotes a day in Outlook.
- Grow account sales 12% in 2025 by suggesting add-on products and calling customers ahead of reorders.
- Resolve 20 billing, shipping and damage issues a week, closing most on the first call.
- Track open quotes in Excel and the CRM, following up within 48 hours and winning 40% of them.

Customer Service Associate

06/2023 - 12/2024

Westport Home & Hardware — Kansas City, MO

Part-time at a neighborhood hardware and paint store while finishing college.

- Delivered customer service to **100+** shoppers a shift on a busy hardware and paint floor.
- Processed 25 special orders a week using Microsoft Office forms and the store POS.
- Trained 3 new associates on paint mixing, returns and register steps.
- Answered 40 phone and in-store questions a shift about tools, paint colors and project supplies.