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## Kenlyn Knop

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West Bend, Wisconsin 53090

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Online Resume and Portfolio:  
<http://www.websbykenlyn.com>

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### **OBJECTIVE**

Locate a job that challenges me to improve my web design and coding skills for the benefit of the company and myself.

### **SKILLS**

HTML/XHTML/CSS	2 years, intermediate
Adobe Photoshop CS3	4 years, intermediate
Dreamweaver CS3	1 year, working knowledge
Flash CS3	1 year, working knowledge
Microsoft FrontPage	1 year, working knowledge
MSWord	12 years, expert
MSEXcel	12 years, expert
Transcription (Mental Health)	2 years, intermediate
Receptionist/Front Desk	5 years, intermediate
Multi-line Phone	5 years, intermediate

### **EDUCATION**

#### **IT - Web Design/Developer**

Moraine Park Technical College  
Present – Projected graduation in Fall 2009

#### **Bachelors Degree of Biology** - Minors in Museum Technology, Archaeology, and Theatre Technology

UW-Stevens Point  
Graduated: May, 2003

#### **Associates Degree of Science**

UW-Washington County  
Graduated: May, 1999

## **PROFESSIONAL EXPERIENCE**

### **The Home Depot – Cashier, Head Cashier (lower management)**

*5/2008 - Current*

- Head Cashier duties: Printing and working through reports, keeping track of cashier where abouts and schedules, making sure all cashiers are where they need to be and working on the correct projects, keeping the entire front end safe and professional, approving markdowns and voids, keeping cashiers professional and inline, correcting any misbehaving cashiers, and correcting mistakes in the checkout process of other cashiers and myself.
- Cashier duties: Ring up customer's merchandise, total the sale with included coupons and discounts, tender the sale through cards, cash or other methods, prevent inventory shrink by correctly measuring products and charging for correct products.
- Customer service includes helping customers find what they are looking for, help them with problems, give suggestions for designs or other ways to do projects they want done.

### **Washington County Mental Health Center - Secretary/Receptionist**

*5/2004 – 9/2006*

- Improving the company's use of Medical Manager program by instating a computerized wait list and making templates for doctor appointment times
- Training new associates
- General work included mail sorting, directing customer telephone calls with computer software Cicso Call Manager, front desk duties, making doctor appointments in computer program Medical Manager, filing, creating displays, keeping wait area clean and organized
- Computer programs used: MS Word, MS Excel, Cisco Call Manager, Medical Manager, DocQscribe Transcription (62 wpm), county intranet website

### **Washington County Planning and Parks Department - Secretary/Receptionist**

*6/2003 – 5/2004*

- Creating pamphlets, letters, newsletters, propositions for funding from the State, business guide for Washington County
- General work included mail sorting, directing customer telephone calls, helping customers at the front counter, creating park reservations, taking payments for reservations
- Computer programs used: MS Word, MS Excel, MS Access, Publisher

### **Washington County Planning and Parks Department - Park Maintenance**

*5/2001 – 6/2003*

- Boat pass supervisor and ticketer
- Lawn mowing, weed whipping, certification in several vehicles
- General work included cleaning and maintaining parks, playgrounds, lands, mechanical equipment, bathrooms and other buildings and paths; also helping customers find certain paths, keeping them safe during inclimate weather, calling security when illegal actions have been taken by others, and dock maintenance

## **REFERENCES**

Reference Name: Joanne Wager, Office Manager  
Reference Company: Washington County Planning and Parks  
Years Known: 5 years  
Phone: (262) 335-4445  
Type: Professional

Reference Name: Dominic Garofalo  
Reference Company: Moraine Park Technical College  
Years Known: 2 years  
Phone: (262) 335-5851  
Type: Professional

Reference Name: Christina Kreuser  
Years Known: 25 years  
Phone: (262) 305-4292  
Type: Personal