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# Kamiyo Lanning

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## PROFESSIONAL SUMMARY

Enthusiastic Manager eager to contribute to team success through hard work, attention to detail and excellent organizational skills. Clear understanding of team work and goal setting and training in leadership skills. Motivated to learn, grow and excel in Parks, Recreation and the Tourism Industry.

## SKILLS

- Customer Service
- Supervision
- Conflict resolution
- Team Building
- Project Management
- Written Communication
- Training & Development
- Planning and Coordination
- Detail-oriented

## WORK HISTORY

### RECREATION MANAGER

07/2018 to CURRENT

#### Eastern Band Of Cherokee Indians | Cherokee, NC

- Resolves problems, improves operations and provides exceptional service.
- Manage team of 30 employees, oversees hiring, training, and professional growth of employees.
- Serve customers in friendly, efficient manner following outlined steps of service.
- Build strong relationships with community members to promote health, wellness and available services.
- Drive operational improvements which result in savings and improved production of programs.

### INSTRUCTIONAL ASSISTANT

01/2015 to 06/2018

#### Buncombe County Schools | Weaverville, NC

- Collated classroom materials to help teachers prepare for daily instruction and activities.
- Assessed student assignments to check quality and completeness before submission for grading.
- Created lesson materials, visuals and digital presentations to supplement lesson plans.
- Delivered curriculum in both one-on-one lessons and group learning environments.
- Provided support during classes, group lessons and classroom activities.
- Supported student learning objectives through personalized and small group assistance.
- Oversaw groups of 20 to 25 students at school and off-site locations,

maintaining optimal safety and security.

**MEMBER SERVICES AND ACCOUNTS MANAGER**

02/2002 to 11/2012

**Asheville Racquet And Fitness Club | Asheville, NC**

- Maintained accurate and current customer account data with manual forms processing and digital information updates.
- Recommended specific products and services in alignment with individual needs, requirements and specifications.
- Trained and guided team members to maintain high productivity and performance metrics.
- Reduced financial inconsistencies while assessing and verifying billing invoices and expense reports.
- Trained new employees on proper protocols and customer service standards.

**EDUCATION**

**Bachelor of Science | Business Administration**

12/2014

**Western Carolina University, Cullowhee, NC**

Focus in Business Administration and Law

**Associate of Science | General Education**

06/2013

**Asheville Buncombe Technical Community College, Asheville, NC**

Dean's List Spring 2013