

# KIANNA GARRETT

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## Education

**No Degree:** Writing Arts/Creative Writing , Expected in 05/2026

**Rowan University** - Glassboro, NJ

- [W.W Smith Charitable Trust Scholarship] Scholarship Recipient

**High School Diploma:** 06/2022

**Brimm Medical Arts High School** - Camden, NJ

- Honor Roll [2021- 2022]
- Completed AP course in [AP English]

## Professional Summary

Driven junior at Rowan University, pursuing a degree in Writing Arts with a passion for storytelling and editing. Experienced in both classroom management and customer service, with a proven ability to foster positive learning environments and enhance customer engagement. Excelled at ESS through effective instructional skills and at Ross Dress for Less by delivering exceptional customer service, resulting in high levels of repeat requests and loyalty.

Skilled in problem-solving, teamwork, and relationship building, with a diverse range of practical experiences, including cash handling, stocking, childcare, and writing. A fast learner eager to embrace new challenges and apply transferable skills to roles aligned with long-term career goals. Open to opportunities that contribute to professional growth and financial needs, while advancing toward a career in writing and editing.

## Skills

- Adaptable
- Creative writing expertise
- Writing features
- Time management
- Teamwork and collaboration
- Customer service

- Problem-solving
- Outgoing personality
- Editing and proofreading
- Attention to detail
- Communication Skills
- Goal oriented
- Listening Skills
- Critical thinking
- Research
- Social Media Skills

## Work History

**Substitute Teacher**, 07/2024 to 11/2024

**ESS – Camden, NJ**

- Followed classroom plans left by class teacher to continue student education and reinforce core concepts.
- Upheld classroom routines to support student environments and maintain consistent schedules.
- Developed strong rapport with students through consistent encouragement and support, fostering positive learning atmosphere's conducive to academic growth.
- Repeatedly requested as substitute teacher by teachers based on excellent past referrals and trusted performance.
- Kept students on-task with proactive behavior modification and positive reinforcement strategies.
- Boosted student engagement with interactive lessons, incorporating real-world examples and hands-on activities.

**Sales Associate**, 10/2023 to 02/2024

**Ross Dress for Less – Glassboro, NJ**

- Organized racks and shelves to maintain store visual appeal, engage customers, and promote specific merchandise.
- Handled cash transactions efficiently while adhering to company cash handling policies, ensuring accuracy in all financial exchanges.
- Built relationships with customers to encourage repeat business.
- Managed returns, exchanges and refunds in accordance with store policy.
- Engaged with customers to build rapport and loyalty.
- Provided positive first impressions to welcome existing, new, and potential customers.
- Answered customer questions about sizing, accessories, and merchandise care.
- Prepared merchandise for sales floor by pricing or tagging.
- Maintained calm demeanor and professionally managed issues in busy, high-stress situations.

## Interests

- Blogging
- Crafting and DIY Projects
- Drawing and Painting
- Photography
- Creative Writing
- Editing
- Author