

# KAYLA ERNST

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## EXPERIENCE

**NOVEMBER 2019-PRESENT**

**CLIENT RELATIONS SPECIALIST**, LA DREAMS LLC

HARTSVILLE, TN

Responsible for helping cultivate the relationships customers have with the brand, drive customer engagement, acquisition and retention. Coordinate the planning, implementation, and execution of brand experiences, including client outreach, brand experience logistics, travel, accommodations.

**SEPTEMBER 2018-NOVEMBER 2019**

**CLAIM SPECIALIST- AUTO INJURY**, STATE FARM

MURFREESBORO, TN

Maintained a constant inventory of over 250 claims, handled litigation files and fatality claims, sole correspondent for claims, acted as the liaison between attorneys, correspondents, and medical providers throughout investigations.

**MARCH 2014-SEPTEMBER 2018**

**ACCOUNT SPECIALIST**, STATE FARM

MURFREESBORO, TN

Managed billing accounts from all over us, used KPI's daily while exceeding goals individually and as a team, excelled in customer service and retention.

**NOVEMBER 2013-JANUARY 2013**

**RECEIVING CLERK**, OHL LOGISTICS

MURFREESBORO, TN

Responsible for sorting, audits, and precise paperwork within a timeframe.

**NOVEMBER 2012-JANUARY 2013**

**PICKER/PACKER & COACH/FLOOR SUPERVISOR**, AMAZON

LEBANON, TN

Promoted to a coaching management position within the first week. Responsible for over 40 associates.

**SUMMER 2012**

**COACH**, RALPH LUNDY SOCCER ACADEMY

CARROLLTON,GA

## EDUCATION

**MAY 2019-PRESENT**

**BUSINESS MANAGEMENT**, OKLAHOMA ONLINE



**JULY 2011 SEPTEMBER 2012**

**BUSINESS MANAGEMENT**, FAULKNER UNIVERSITY-MONTGOMERY, AL

**MAY 2011**

**GRADUATED WITH HONORS**, SIEGEL HIGH SCHOOL-MURFREESBORO, TN