

# Emma Welte

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## EXPERIENCE

### **Fashion Mood/Rozza Rosa, Newport News, VA — *Cashier***

OCTOBER 2021- PRESENT

- Provide excellent service to customers
- Greet customers when they come in and see if there's anything I can help with
- Have knowledge of inventory and of the products themselves, for example how they fit, their sizing, etc.
- Perform regular cleaning tasks like vacuuming and mopping
- Close out the register every night following the correct steps and being accurate
- Make sure the clothing looks presentable. All the leggings are folded, hangers are facing the same direction, the sizes are correctly lined up, etc.
- Become familiar with new products and display them on the mannequins

### **Nutrition Corners, Newport News, VA — *CSR (Customer Service Representative)***

MARCH 2020 - FEBRUARY 2021

- Provide customers with superior service, extensive knowledge, and go beyond expectations to leave them with an excellent experience and positive perception of the company
- Maintain knowledge of supplements and their ingredients, as well as any new product or research
- Be able to build positive rapport with customers to learn about their health and fitness goals and recommend supplements tailored to their individual needs, and to also provide them with useful information on nutrition and exercise to build healthy lifestyle habits to ensure their supplements remain effective
- Normal cleaning duties, such as; vacuuming, steaming, cleaning windows and glass, and dusting
- Keep shelves, snack boxes and the refrigerator stocked. Product should be consistently brought out from the back room.
- Maintain organization and be able to move displays or shelves around in a presentable manner
- Properly utilize the cash register and the computer/sales operating system with minimal to no errors
- Monitor inventory and sales numbers in the retail system, reporting them at hourly intervals daily

## SKILLS

- Organized and clean
- Effective communication
- Creativity and artistry
- Problem solving and critical thinking
- Teamwork and group projects; working well with peers
- Building positive relationships and leaving lasting impressions
- Great with technology (computer navigating, Word, Excel, PowerPoint, etc., and new systems)
- Fast learner

## LANGUAGES

Currently learning Spanish

## **PetValu, Williamsburg, VA — *Pet Expert***

MARCH 2019 - MARCH 2020

- Engage positively with every customer and their pet, asking purposeful questions to be able to properly suit their needs
- Accommodate any restrictions or specific needs a customer or their pet might have while shopping. utilizing the dog wash, or requiring assistance to their vehicles
- Maintain an extensive knowledge of pet brands, foods, health products, etc., to be able to confidently recommend items and remain current with recalls, new products/brands and research
- Compare merchandise invoices with received shipments
- Design advertising signs and assemble cardboard displays
- Efficiently complete closing paperwork, making sure all paperwork is stapled accordingly with its correlating items

## **Domino's Pizza, Newport News, VA — *Delivery Driver***

APRIL 2018 - JANUARY 2019

- Create an effortless and positive ordering experience for customers with a pleasant delivery
- Listen to and resolve any customer complaints regarding food or service, and seek out a resolution to please them
- Keep food containers and food prep areas clean and sanitized, as well as routinely doing dishes thoroughly
- Deliver orders in an appropriate amount of time with no missing items or damaged food boxes
- Take orders over the phone promptly and efficiently, and then communicating with the food line staff
- Perform opening and closing tasks that involve cleaning, preparing food or containers, mopping, sweeping, etc.
- Properly and safely handle cash on deliveries and at the end of the shift
- Keep record of deliveries and tips for personal records

## **Target, Newport News, VA — *Sales Associate/Order Pickup/Ship-From-Store***

AUGUST 2017 - MAY 2018

- Maintain the appearance and organization of the sales floor, pulling products to the front of the shelves and removing items that do not belong
- Answer phone calls guests may have regarding product availability
- Greet guests happily and aid in finding products if necessary
- Train new employees
- Read orders thoroughly to ascertain product quantities, sizes and colors, then scan them accordingly, label the order, and place it in its proper holding location
- Double check orders before handing them to guests for order pick

- up, or before boxing up the order to be shipped out
- Assist at the registers whenever necessary, bagging properly and engaging pleasantly with the guest
- Successfully navigate a large back storage area and safely retrieve items

## **LifeCare Medical Transport, Newport News, VA — EMT-B**

OCTOBER 2016 - AUGUST 2017

- Administer first aid treatment or life support care to sick or injured patients in prehospital settings
- Observe, record and report to a nurse or physician the patient's condition or injury, the treatment provided, and reactions to drugs or treatment
- Immobilize patient for placement on stretcher and ambulance transport
- Perform emergency diagnostic and treatment procedures during ambulance transportation
- Maintain vehicles, medical, communication, and first aid equipment and replenish supplies; decontaminate after every patient
- Assess nature and extent of illness or injury to establish and prioritize medical procedures
- Communicate with dispatchers or treatment center personnel to provide information about patient condition, arrange arrival, and instructions for further care
- Comfort and reassure patients; provide excellent bedside manner; remain polite, calm and professional
- Attend training classes and courses to maintain certifications and licensures, existing knowledge, and to be aware of new developments

## **Busch Gardens, Williamsburg, VA — Games Hostess**

MARCH 2015 - JULY 2016

- Provide information about facilities, entertainment options, rules, and regulations
- Monitor activities to ensure adherence to rules and safety procedures, or arrange for the removal of unruly patrons
- Clean games areas, game equipment, and keep prizes and display prizes stocked and cleaned
- Keep guests informed of shut-downs and emergency evacuation procedures
- Maintain inventories of equipment and prizes
- Properly handle and keep track of cash, or if the guest is paying with a Game Pass card, properly swipe it into the system
- Ensure guest satisfaction with service, prize options, and the quality of the game

## EDUCATION

**Old Dominion University, Norfolk, VA — *Health and Physical Education Teaching Licensure Pre K-12 (Bachelor's)***

JANUARY 2021 - PRESENT

**Thomas Nelson, Williamsburg, VA — *Social Sciences (Associate's)***

AUGUST 2018 - DECEMBER 2020