



Emma Viets

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Spring Hill, Kansas

66083

SUMMARY

Personable and dedicated recent college graduate with extensive experience in customer service. Solid team player with an upbeat, positive attitude and a proven track record in establishing connections and relationships with customers/clients. Strong work ethic, desire to become more knowledgeable and to put my current skills regarding Human Communication and Leadership to use.

SKILLS

- Media Relations
- Flexible and Adaptable
- Organization
- Team Management
- Customer Service
- Computer Skills
- Supervision and Leadership

EXPERIENCE

Part-Time Manager/Stylist

Pittsburg, KS

Maurices/ Oct 2021 to Jul 2023

- Responsibilities include: Styling customers and providing customer service while building customer relationships/connections.
- Persuading customers for sales by giving accurate product knowledge and benefits of said product.
- Provided leadership during times of organizational change or crisis situations.
- Developed and implemented strategies to increase customer satisfaction and loyalty.
- Performed administrative tasks such as managing appointments, taking payments, and filing paperwork.

Sales Associate/Stylist

Independence, KS

Apricot Lane Boutique/ Feb 2021 to Aug 2021

- Responsibilities included: Assisted customers with product selection, sizing and styling.
- Built relationships with customers to encourage repeat business.
- Stocking inventory
- Processed transactions using a point-of-sale system.

EDUCATION AND TRAINING

Associate: Arts

Coffeyville Community College May 2021

Coffeyville, KS

Bachelor: Human Communication

Pittsburg State University

Minor: Leadership Studies

- 2021-2023 - Dean's List

LEADERSHIP EXPERIENCE

Student Council, Senior Class President, Led weekly Council meetings, made decisions

regarding project organization and implementation, delegated tasks to members and created deadlines.