

Emma Blachar

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Objective

To obtain a position where I can grow my customer service and organizational skills while providing an exceptional experience to every customer.

Education

High School Diploma | 2017 Graduate

Relevant Skills

- Strong leadership skills
- Exceptional at establishing and maintaining customer relationships
- Well developed customer service skills
- Outgoing, friendly and engaging personality
- Strong work ethic and performance driven
- Highly proficient with written and oral communication
- Proven ability to work in high stress environments
- Exemplary problem-solving skills

Experience

Sales Associate: Hudson Bay Company : October 2018 - July 2019

- Processed customer payments on store registers
- Promoted Hudson Bay instant credit and rewards cards
- Developed professional relationships with regular customers
- Maintained cleanliness to increase visual aspect of the store
- Was responsible for overseeing the fitting rooms to prevent merchandise loss
- Calmly handled queries and concerns in a professional manner

Office Clerk: Muskoka Bible Centre : April 2018 - September 2018

- Created reservations by phone, email and in person
- Processed online, phone and in person payments for guests
- Set up appointments for guests with other employees
- Arranged transportation for guests around resort and into neighbouring cities
- Coordinated with the staff to address guest's dietary restrictions and requests
- Performed various administrative tasks to ensure office efficiency

Sales Associate: Sears Canada : October 2017 - December 2017

- Coordinated product delivery to customers homes
- Handled customer questions and concerns in a helpful, professional manner
- Strategically arranged displays to market products
- Re-arranged aisles to increase the visual aspect of the store
- Communicated with customers regarding pickup of furniture and larger appliances

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- Processed customer payments and implemented fluctuating liquidation discounts

Youth Leader: Muskoka Bible Centre : July 2016 - September 2017

- Led games and events for assigned group of campers
- Recognized for leadership skills and consequently promoted to a more commanding role
- Was responsible for set-up and organization of various sporting events
- Continuously displayed conflict resolution skills by resolving day to day issues
- Held weekly counselling sessions to handle camper concerns
- Prepared program for classes and skills such as outdoor adventure, baking and team sports

Housekeeping Representative: Muskoka Bible Centre : July 2015 - September 2015

- Responded to calls for extra supplies throughout the resort
- Maintained cleanliness of public areas in the resort
- Prepared guest accommodations in a timely and effective manner
- Handled customer queries and concerns in a calm and professional manner
- Ensured that all customer needs were quickly and efficiently catered to
- Did daily towel changes and room refreshes for guests

References available upon request.