

Emma Williams

Customer Service Professional

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Summary

Energetic customer service professional with 7 years of experience in retail and hospitality environments. Proven ability to manage high volume point of sale operations, coordinate small event setups, and train

frontline staff. Seeking a new challenge where strong interpersonal skills, attention to detail, and a solid work ethic can add value to a dynamic team. Note: No formal experience with SQL, Power BI, supply chain analytics, or Agile methodologies.

Experience

Sunshine Boutique

Retail Associate | 01 Jun 2019 – Present

Operated cash registers, processed an average of 150 transactions per shift, and balanced daily sales reports.

- Assisted in visual merchandising; restocked seasonal items and maintained organized backroom inventory.
- Trained two new hires on POS procedures and customer service standards.
- Recognized as “Employee of the Month” (Oct 2021) for exceeding sales targets and delivering exceptional service.

Seaside Café

Host/Shift Supervisor | 01 Mar 2017 – 31 May 2019

Managed guest seating flow for a 120-seat indoor/outdoor café, reducing average wait times by 15 %.

- Oversaw a small team of 5 servers during peak hours, delegating table assignments and handling escalated guest concerns.
- Handled opening and closing cash reconciliation, ensuring accuracy within \$0.50 tolerance.

MetroMart

Sales Clerk (temporary seasonal position) | 01 Jun 2016 – 31 Dec 2016

Provided frontline assistance during holiday rush, processing returns and exchanges efficiently.

- Assisted inventory team with stockroom organization and shelf facing for promotional displays.

Education & Training

Associate of Arts, General Studies

Florida State College at Jacksonville

01 Jan 2013 – 31 Dec 2015

High School Diploma

Jacksonville High School

01 Jan 2009 – 31 Dec 2013

Skills

Core Skills

Languages

English | – Present

Native speaker

Spanish | – Present

Conversational

Certifications

Food Handler Certification | 2026-12-31

Florida Department of Health

Awards

Employee of the Month | 2021-10-01

Sunshine Boutique

Awarded for top sales performance and customer satisfaction.

Sales Growth Initiative | 2022-09-01

Sunshine Boutique

Contributed to a 12 % increase in quarterly sales (Q3 2022) by recommending a re■layout of the accessory section.

Interests

Interests | – Present

- Baking
- Community theater
- Local hiking clubs

References

References

Available upon request.