

Emily Clark

Blank

Entry-level support worker with retail and campus office experience seeking to grow into an operations or administrative role. Comfortable with spreadsheets, scheduling tools, and talking to customers over the phone. Willing to learn the boring stuff first.

CONTACT INFORMATION



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Grand Rapids, MI 12345

EDUCATION

B.A. in Communications,
Aldergrove University, 2024

Relevant coursework: Business Writing, Intro to Statistics, Organizational Behavior

KEY SKILLS

- Microsoft Excel
- Google Workspace
- Customer service
- POS systems
- Scheduling (When I Work)
- Phone and email etiquette
- Basic data entry
- Bilingual English/Tamil

PROFESSIONAL EXPERIENCE

FRONT DESK ASSISTANT | FIELDING HALL RESIDENCE OFFICE, ALDERGROVE UNIVERSITY, GRAND RAPIDS, MI,
2023 – 2024

- Checked in about 40 residents and guests per shift, handled package pickup, and logged maintenance requests in the housing portal.
- Covered the phone line during evening hours and routed after-hours facilities issues to the on-call dorm staff member.
- Kept the mail sort clean during the busiest week of move-in, when the office processed just over 900 packages.

SALES ASSOCIATE | BRAEMAR OUTFITTERS, KALAMAZOO, MI,
2021 – 2023

- Worked the register and floor during weekend shifts, usually the busiest hours of the week.
- Restocked and faced two departments each shift; caught pricing errors on the sale rack a few times before they hit the register.
- Trained 2 new hires on the POS system and return policy.
- Picked up shifts on short notice, including holiday weekends.