

EMMA HANSEN

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Work Experience

Starbucks

Oct 2019 – Current

Barista

Sacramento, CA | Colorado Springs, CO — Granite Bay, CA

- Delivered excellent customer service and prompt food and beverage delivery
- De-escalated conflicts between employees and between customers and employees
- Achieved the highest customer satisfaction scores in the Sacramento district
- Assisted in taking inventory and maintaining proper levels of the store's stock

Granite Bay High School

Apr 2015 – Current

Head Coach

Granite Bay, CA

- Identified areas of improvement in athletes age four to eighteen and created personalized swim exercises to improve lap times
- Created weekly schedules and assigned daily tasking and guidance to coaches and volunteer coaches
- Gathered water-proof time cards and input values into Microsoft Excel for payroll on a daily basis
- Provided personalized coaching in the water and relayed instructions and guidance from the out of water coaches
- Communicated to parents and athletes the policies and procedures for local and travel swim meets.
- Responded to questions and concerns and did research on policies for different USA swim rules.
Communicated rules and regulations via newsletters and emails to parents.

Family Support Center

Mar 2023 – Jul 2023

Behavior Technician

Colorado Springs, CO

- Worked with children from ages three to sixteen who were diagnosed with autism to prepare them for attending a general education school
- Utilized applied behavior analysis to assist clients in reaching personal behavior goals
- Provided one-on-one personalized teaching to master math, reading, and writing
- Extended teaching services to the client's home to gain social skills such as cooking, cleaning, and interacting with siblings. Also explained goals of the behavior plan to parents for client and explained the protocol for different situations.
- Communicated with nonverbal clients using American Sign Language (ASL) to assist in interacting with other behavior technicians and peers
- Worked in a mock school setting with a team of other Behavioral Technicians to allow for the kids to transition into public school.

Life Time Fitness

Apr 2016 – Aug 2019

Lifeguard / Swim Instructor

Folsom, CA

- Protecting and serving Lifetime members at a kid-friendly facility. Used attention to detail to maintain the immaculacy of the outdoor and indoor pool decks.
- Teaching members water safety as well as basic swimming technique.
- Helping members to have the best experience in such as making goals, overcoming them, and seeing to their needs.

Education

Sierra College

Aug 2018 - Jun 2020, Aug 2023 - December 2023

Majored in Human Development

Rocklin, CA

CSU Sacramento

Aug 2020 – May 2023 , January 2024 - December 2024

Majoring in Family Studies and Human Development

Sacramento, CA

Skills & Other

Skills: Proficient in Microsoft Office Suite, Time Management, Customer Service, Team Leadership

Certifications: Associated Degree - Human Development, Bachelor of Science - Family Studies and Human Development