**Emma Rogers**

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**Qualifications Summary**

Tenacious, motivated professional with diverse experience in administration and customer service.

*Related skills and experience include:*

* **Office Administration:** Strong administrative and clerical background with proven ability to support operations in fast-paced office environments. Skilled in scheduling, data entry, document management, analytical research, order processing, and event planning.
* **Customer Service:** Excellent client relations skills. Adept at quickly establishing rapport with diverse populations to promote trust and repeat business. Excel in creating warm and welcoming environments.
* **Team Leadership:** Demonstrated leadership talents motivating and inspiring teams to take action. Success in organizing and promoting events, delivering educational presentations, and managing work schedules.
* **Strengths:** Proficient in Microsoft Office Suite (Word, Excel, Outlook, Access, PowerPoint), and Adobe software. Conversant in Spanish.

**Experience Highlights**

STATE UNIVERSITY OF NEW YORK AT ALBANY, Albany, New York

**Psychology and Business Administration/Marketing**, 8/2007to 5/2011

Gained and applied advanced knowledge of social psychology, personality, nutrition, environmental issues, motivation, and addiction / compulsive behaviors.

* Served as Vice President of advocacy organization promoting grassroots democracy, ecological wisdom, social justice, and nonviolence; organized campus events.
  + - Planned and moderated Social Action Conference to deliver student workshops on prospective projects.
    - Participated in Sustainability Council and New York Public Interest Research Group.
    - Awarded annual scholarship for maintaining excellent academic standing.

24 HOUR FITNESS — Portland, OR

**Personal Trainer**, 1/18/12 to Present

Customizing fitness programs and training package sales.

THE STAND JUICE COMPANY — Norwalk, CT

**Customer Service/Assistant Chef**, 7/2011 to 12/2011

Upholding communal atmosphere with friendly, efficient service while serving and making delicious health food. Managing store and end of the evening accounting/inventory.

THE LAW SOCIETY — London, United Kingdom

**Team Administrator**, 6/2010 to 8/2010

Provided comprehensive administrative and clerical support, including receptionist duties and data entry. Processed purchase orders and legal documents. Conducted research on attorneys and prepared detailed reports of findings.

* + - Supported marketing efforts by designing and developing brochures.

THE BRITISH COUNCIL — London, United Kingdom

**Events Assistant**, 5/2010 to 6/2010

Participated in all aspects of event planning and preparation. Managed guest lists; created and mailed invitations. Provided on-site assistance to guests during events.

* + - Controlled costs by researching transportation / entertainment vendors and negotiating fees.

BRITISH MEDICAL ASSOCIATION — London, United Kingdom

**Marketing Administrator**, 6/2009 to 8/2009

Hired as Intern in HR Department for 2-week assignment and retained as permanent employee to support all marketing efforts of the professional association and trade union for UK physicians. Wrote and peer-reviewed proposals.

* + - Developed new hire orientation program for temporary staff.
    - Researched competitors’ policies and identified opportunities to reach target market.

WHITEHURST FOOD SERVICES — Trumbull, Connecticut

**Accounting Team Administrator**, 6/2008 to 8/2008

Entered data for inventory levels into Microsoft Excel spreadsheets. Provided excellent customer service in all interactions.

FOREVER 21 — Trumbull, Connecticut

**Sales Associate**, 6/2006 to 8/2007

Ensured positive customer experiences by recommending, locating, and retrieving products. Operated cash register, processed transactions, and maintained accurate records. Patiently resolved customer concerns to create win-win resolutions. Organized products on sales floor. Maintained inventory levels and researched out-of-stock items as needed.

* + - Continuously expanded product knowledge to enhance customer service.

YMCA CAMP HI-ROCK — Mount Washington, Massachusetts

**Day Camp / Resident Counselor**, 6/2006 to 8/2006

Planned daily activities and supervised groups of up to 20 children to promote teamwork, respect, and caring social relationships. Maintained detailed records of participants’ attendance, medical histories, and unique dietary needs / restrictions.

* + - Served as positive role model to children age 5 through 12 by demonstrating respect for the community and environment.

*~ Gained excellent customer service skills as Server with Ultraviolet Café and ZeroDegrees Microbrewery Restaurant. ~*

**Education & Credentials**

**Bachelor of Arts in Psychology**, 2011

State University of New York at Albany, Albany, New York

*Minor in Business Administration & Marketing*

**Certified First Aid / CPR / AED for Adult, Child, Infant**

American Red Cross

**Certified Personal Trainer**

AMERICAN COUNCIL ON EXERCISE (**ACE**)