

Emily Loy-Huddleston

Detail-oriented with excellent interpersonal skills!

Jamestown, KY 42629

ecelhuddleston@gmail.com

(270)507-9888

I am a fast learner, have excellent time management skills, retain information quickly and easily, highly motivated to succeed, enjoy dealing with others, and work well in high stress environments and situations.

My goal is to secure a position within a company that will challenge my skills and knowledge to push me to reach my fullest potential and allow me the freedom to grow and maximize my benefit to the company and the growth therein.

Work Experience

Customer Service Center Assistant

Dr Schneider Automotive Systems, Inc - Russell Springs, KY

April 2018 to June 2019

My position served as the administrative position for the research and development/project management team for Dr. Schneider US.

My responsibilities:

- Arranged catering for customer visits
- All clerical responsibilities
- Requesting sample automotive parts for shipping to other plant locations
- Corresponding directly with customers
- Serving in plant-wide event planning committees
- Booking flight and hotel arrangements for colleagues
- Data entry
- Reading and creating excel spreadsheets from various items of source data, etc.

Customer Service Representative and Account Manager

Fairway Leasing DBA, Aaron's Sales and Lease - Somerset, KY

October 2013 to August 2014

My responsibilities:

- Cleaned and staged products the sales floor
- Assisted customers
- Made sales in order to achieve daily and monthly sales goals
- Worked within our customer core computer system with customer accounts
- Built and maintained order of customer files
- Made morning and evening customer calls regarding lease renewal
- Resold leases to customers with late status account
- Collected payment in person, in the field, and over the phone
- Coached customers on timely payments

Internet Sales Manager

MARTIN KIA - Bowling Green, KY

February 2013 to August 2013

My responsibilities:

- Maintained filing, inventory, mailing, and database systems, either manually or using a computer.
- Communicated with customers, employees, and other individuals to answer questions, disseminate or explain information, take orders, and address complaints.
- Completed work schedules, manage calendars, and arrange appointments.
- Delivered messages and run errands.
- Completed and mail bills, contracts, policies, invoices, or checks.
- Resolved customer complaints regarding sales and service.
- Determined price schedules and discount rates.
- Reviewed operational records and reports to project sales and determine profitability.
- Monitored customer preferences to determine focus of sales efforts.
- Confer or consult with department heads to plan advertising services and to secure information on equipment and customer specifications.
- Confer with potential customers regarding their needs and advise customers on types of options for consideration.

Bar/Wait Staff Manager

Music Room Cafe - Glasgow, KY

November 2010 to January 2013

My responsibilities:

- Investigated and resolve complaints regarding food quality, service, or accommodations.
- Scheduled and receive food and beverage deliveries, checking delivery contents to verify product quality and quantity.
- Scheduled staff hours and assign duties.
- Established standards for personnel performance and customer service.
- Ordered and purchased equipment and supplies.
- Reviewed work procedures and operational problems to determine ways to improve service, performance, or safety.
- Recorded the number, type, and cost of items sold to determine which items may be unpopular or less profitable.
- Monitored employee and patron activities to ensure liquor regulations are obeyed.
- Estimated food, liquor, wine, and other beverage consumption to anticipate amounts to be purchased or requisitioned.
- Collected money for drinks served.
- Checked identification of customers to verify age requirements for purchase of alcohol.
- Cleaned glasses, utensils, and bar equipment.
- Balanced cash receipts.
- Stocked bar with beer, wine, liquor, and related supplies such as ice, glassware, napkins, or straws.
- Served wine, and bottled or draft beer.
- Take beverage orders from serving staff or directly from patrons.
- Mixed ingredients, such as liquor, soda, water, sugar, and bitters, to prepare cocktails and other drinks.
- Supervised the work of bar staff and other bartenders.

Sales Representative

INTELENET GLOBAL - Campbellsville, KY

October 2009 to November 2010

My responsibilities:

- Answered customers' questions about products, prices, availability, product uses, and credit terms.
- Recommended products to customers, based on customers' needs and interests.
- Monitored market conditions, product innovations, and competitors' products, prices, and sales.
- Collected payment for transportation and accommodations from customer.
- Conversed with customer to determine destination, mode of transportation, travel dates, financial considerations, and accommodations required.
- Computed cost of travel and accommodations, using calculator, computer, carrier tariff books, and hotel rate books, or quote package tour's costs.
- Planned, described, arranged, and sold itinerary tour packages and promotional travel incentives offered by various travel carriers.

Pharmacy Technician

Kroger Stores - Russell Springs, KY

September 2008 to October 2009

My responsibilities:

- Provided basic customer service responsibilities
- Data input
- Dispensed medications
- Counted dispensed medications to ensure accuracy
- Ensured that medications were labeled medications appropriately
- Sent filled prescription to the pharmacist on duty for final check
- Ran reports for pseudoephedrine medications

Cashier

Save a Lot Food Stores - Russell Springs, KY

December 2007 to September 2008

My responsibilities:

- Scanned and totaled customer orders
- Balanced a cash drawer at the beginning and end of each shift
- Assisted with basic cleaning responsibilities

Education

Some college in Business/Financial Management

KCTCS - Somerset, KY

May 2020 to Present

High School Diploma

RUSSELL COUNTY HIGH SCHOOL - Russell Springs, KY

May 2007

Skills

- Restaurant Server

- Waitress
- Event Planning
- Pharmacy Technician Experience
- Database Administration
- Research & Development
- Customer service
- Microsoft Office (3 years)
- Microsoft Word (5 years)
- Visual Studio (Less than 1 year)
- JavaScript (Less than 1 year)
- CSS (Less than 1 year)
- HTML5 (Less than 1 year)