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# Anja Burns

## Objective

A position in a professional environment that will let me utilize my God-given talents, abilities and skills while continually challenging me to grow.

## Experience

Aug. 2015-Current      Guiding Light Upscale Thrift      Kentwood, MI

### Sales Advocate/Cashier/Production

- Providing excellent customer service, including:
- Displaying merchandise attractively.
- Assisting customers in their decision making process, contributing to growth in sales.
- Sharing the mission of Guiding Light.
- Utilizing 'Clover' POS System.

Feb. 2014-May 2015      Crescent Floral      Grand Rapids, MI

### Floral Designer

- Creating beautiful floral arrangements.
- Specializing in customer service.
- Educating fellow employees on European-style design.
- Ordering product.
- Displaying merchandise/setting up displays.

June 2013- Jan.2014      OnceUponAChild      Wyoming, MI

### Sales Associate

- Pricing and displaying merchandise.
- Checkout/cashier.
- Customer service; answering phones.

June 2011- May 2013      Eastern Floral      Grand Rapids, MI

### Floral Designer/ Special Events Assistant

- Designing of creative floral arrangements.
- Specializing in corporate and wedding design.
- Supervising of fellow team members concerning quality control.
- Excellence in customer service.

March 2011- May 2011    Lutheran Social Services of Michigan  
Maple Creek “The Woods”                      Grand Rapids, MI

**Lead Resident Aide**

Supporting of residents in activities of daily living.  
Taking, documenting and reporting of vital signs.  
Reporting of changes in resident conditions.  
Passing of medications as directed.  
Interacting with residents.

Dec. 2010-Feb. 2011            Lutheran Social Services of Michigan  
Maple Creek “In-Home Services”    Grand Rapids, MI

**In-Home Care Worker**

Assisted in taking care of daily chores in client’s home.  
Provided transportation to appointments, grocery store, etc.  
Assisted in personal care of client.  
Offered companionship and time to reminisce.

April 2007-Dec. 2010            Honeystone Flowers/  
became Eastern Floral Dec. 2007    Grand Rapids, MI

**Floral Design/Shop Manager**

Consistent excellence in customer relations.  
In charge of floral design and quality control.  
Instructed fellow employees in customer service and current floral design.  
Designed creative floral arrangements for store display/advertising.  
Facilitated wedding consultations and working closely with brides on their wedding designs.

Nov. 2006- Mar. 2007            Sunshine Floral                                      Grand Rapids, MI

**Floral Design Manager**

Established a new customer base through excellent personal service.  
Learned and implemented computerized order-management (POS).  
Instructed other employees in European floral design.

June 1997-Nov. 2006            Crescent Street Floral                      East Grand Rapids, MI

**Floral Designer**

Introduced, successfully, a unique European style to the area.  
Expanded the variety of design styles available to the customer.  
Increased business reputation through customer satisfaction.

**Education**

1986-1989            P.-Behrens-College of Floral Design,            Darmstadt/Germany  
Languages: German (native), English (proficient), French (limited)

