

# VICTORIA SCHOLTEN

@ vascholten@gmail.com

h (515) 478-3746

a Urbandale, IA 50322

<http://victoriannescholten.com>

<https://www.linkedin.com/in/victoria-scholten-9ba2761a0/>

<https://github.com/victorianne>

## PROFESSIONAL SUMMARY

Encouraging manager and analytical problem-solver with talents for team building, leading and motivating, as well as excellent customer relations aptitude and relationship-building skills. Proficient in using independent decision-making skills and sound judgment to positively impact company success. Dedicated to applying training, monitoring and morale-building abilities to enhance employee engagement and boost performance.

## SKILLS

- Creative design
- Customer Service
- Team building
- HTML
- CSS
- JavaScript
- PHP
- React
- Wordpress & WooCommerce
- Adobe Suite (Photography, XD, Lightroom)
- UI/UX Design
- Microsoft Office (Excel, Word)
- Graphic Design
- Web Development/Design
- Wire-framing/Prototyping
- E-Commerce
- Digital Marketing

## WORK HISTORY

### **Chick-Fil-A Inc. - Assistant Manager**

*Des Moines, IA • 09/2016 - Current*

- Offered hands-on assistance to customers, assessing needs and maintaining current knowledge of consumer preferences.
- Trained team members in successful strategies to meet operational and sales targets.
- Provided current employees options for additional training opportunities.
- Promoted customer loyalty by efficiently handling food and service complaints.

### **Bliss Events And Staffing - Server**

*Urbandale, IA • 07/2016 - Current*

- Restocked salad bar and buffet for lunch and dinner service.
- Cleaned outdoor eating area and indoor dining room by wiping tables, placing trash in receptacles and restocking napkin dispensers.

- SEO
- Customer Relationship Management
- Social Media Marketing
- Communication
- Photography
- Leadership

## EDUCATION

### Homeschool

Urbandale, IA • 05/2018

### *High School Diploma*

### Des Moines Area Community College

Ankeny, IA • Expected in 05/2020

*Associate of Arts:* Web Development

### Des Moines Area Community College

Ankeny, IA • Expected in 05/2020

*Certification:* Digital Marketing

- Maintained table settings by removing courses, replacing utensils and refilling beverages promptly and courteously.
- Collaborated with kitchen team to support order preparation, manage efficient deliveries and minimize customer service issues by verifying meals.

### Hidden Acres Christian Center - Senior Counselor

Dayton, IA • 05/2019 - 07/2020

- Cultivated positive relationships with children by interacting during indoor and outdoor activities.
- Collaborated with other camp counselors to create atmosphere of fun and learning.
- Served as exceptional role model throughout the summer program and associated activities.
- Executed daily activity schedules, gathered materials and assisted with camp set-up, breakdown and clean-up on team of 150 counselors.

### Cru - Shift Lead Server

Fort Collins, CO • 06/2017 - 07/2017

- Pleasantly interacted with customers during hectic periods to promote fun, positive environment.
- Learned every menu preparation and numerous off-label drinks to meet all customer needs.
- Maintained supply levels in counter and customer areas to meet typical demands.
- Listened carefully to customer requests and created personalized and delicious beverages.

## ACCOMPLISHMENTS

- Awarded the Best of Show in the Youth category at the Iowa State Fair Photo Competition.
- Awarded by Chick-fil-A the Leadership Scholarship.