Emily Ann Reese

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Education/Credentials

The University of Akron   Akron, Ohio
Bachelors of Arts in Economics   Graduated May 2024

Relevant Coursework:
- Applied Econometrics 1 & 2
- Economic Forecasting
- Spreadsheet Modeling & Decision Analysis

The University of Akron   Akron, Ohio
Economic Data Analytics- Department of Economics/SAS Institute   Received May 2024

Skills/Projects

Created a personal website hosted on Github using R

emilyannreese.com

Software: Experience with Excel, SAS, R, Python, and Tableau

Experience

High and Low Winery & Bistro   Medina, Ohio
Keyholder/Server   May 2022 - Present
- Supervised daily operations of the winery, including opening and closing procedures, cash handling, and ensuring adherence to company policies and procedures.
- Provided exceptional customer service by promptly addressing inquiries, resolving issues, and ensuring guest satisfaction, resulting in positive feedback and repeat business.
- Trained and mentored new team members in service standards, product knowledge, and operational procedures, fostering a cohesive and high-performing team environment.

Olive Garden   Cuyahoga Falls, Ohio
Server   May 2021 – June 2022
- Delivered prompt and attentive service, taking accurate orders, delivering food and beverages promptly, and ensuring guests' needs were met throughout their meal.
- Collaborated with kitchen and bar staff to ensure timely preparation and delivery of orders, communicating any special instructions or modifications accurately.

David's Bridal   Akron, Ohio
Customer Service Representative   February 2020 – July 2021
- Responded promptly to inquiries via phone, email, and in-person visits, addressing questions regarding product availability, pricing, alterations, and order status.
- Processed transactions accurately and efficiently using point-of-sale systems, handling cash, credit card payments, and refunds in accordance with company policies.
- Collaborated with management and fellow team members to achieve sales targets, meet performance metrics, and contribute to the overall success of the store.