

# Emma Anderson

Seattle, WA 98102

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## Professional Summary

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Hi there! I am a results-driven Customer Service Representative with comprehensive experience across diverse service environments. I have proven expertise in delivering exceptional customer interactions while maintaining peak operational efficiency.

In terms of what I bring to the workplace, I am a...

- Versatile professional with extensive point-of-sale experience in multiple industries, including grocery, retail, restaurant, and warehouse settings
- Someone with an exceptional track record of accuracy and speed in high-volume service environments
- Adaptable team player capable of thriving in dynamic, fast-paced workplace settings

In previous positions, I have...

- Demonstrated ability to balance rapid transaction processing with consistently high-quality customer engagement
- Proven myself to be skilled at creating positive customer experiences through attentive, empathetic communication

I'm currently seeking a full-time position (30-40 hours per week) where I can leverage my operational skills, customer-focused approach, and commitment to excellence. I am immediately available to join your team!

Authorized to work in the US for any employer

## Work Experience

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### **Customer Service Representative**

Walgreens-Seattle, WA

August 2023 to Present

- Developed proficiency in cash handling, card transactions, and NFC payments
- Assisted customers in locating items, managing locked merchandise, and restocking shelves
- Oversaw online document processing, printing, and customer notification
- Fielded inbound calls, directing inquiries to the appropriate channels.
- Utilized research resources to address customer issues
- Provided end-to-end passport photography service, from capturing compliant photos to printing

### **Order Picker**

Amazon.com-Renton, WA

August 2021 to September 2023

- Conducted item counts to ensure inventory accuracy
- Efficiently picked items from rotating kiosks and check them into the internal network
- Met rate limits and handle timed workloads effectively
- Resolved scanning issues, reprint barcodes, and assist fellow employees

## **Temp Worker**

LGC Hospitality-SeaTac, WA

February 2019 to September 2022

- Assumed various responsibilities, including cashiering, housekeeping, and barista work
- Worked alongside diverse colleagues in different roles, gaining valuable educational experiences
- Addressed inquiries and issues with grace and a positive attitude

## Education

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Sumner High School

September 2014 to June 2018

## Skills

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- Phone etiquette
- Retail math
- Computer skills
- Guest services
- Sales
- Photo manipulation
- Cash handling

## Languages

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- English - Fluent
- Dutch - Fluent
- Esperanto - Fluent
- Russian - Beginner

## Certifications and Licenses

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### **Food Handler Certification**

October 2023 to October 2026