

Elise Burk

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PROFESSIONAL SUMMARY

With over seven years of customer service experience at both a high-quality establishments, retail as well as, and restaurant industry I have been able to develop a hardworking and detail-oriented work ethic. I am good at listening to customers/coworker's needs and wants. I offer reliability and enthusiasm for satisfying people and giving them an enjoyable experience.

SKILLS

Customer service, Organization Listening skills, Teamwork, Cultural awareness, Multitasking abilities, Detail-oriented, Stocking and Replenishing, Front-of-house display creation, Cleaning and Sanitizing, Fundraising, Coaching youth

EDUCATION

Bachelor of Science General Biology

Keystone College - La Plume, PA

Minor: Art

Expected in 05/2025

Associate of Science Biology- Exercise Science

Salem University- Salem, WV

08/2020-04/2022

WORK EXPERIENCES

WINE POURER

Cody Kresta Vineyard & Winery - Mattawan, MI

06/2020 to Present

- Observe the winemaking and fermentation process.
- Re-stock merchandise on the display floor
- Maintained up-to-date knowledge of the processes, flavors, and pairings of wines
- Increased business sales utilizing wine knowledge.
- Listened to customer needs and desires to identify and recommend optimal products.
- Created an inviting environment for customers by maintaining store organization and cleanliness.
- Assisted customers by answering questions and fulfilling requests.
- Fulfilled to-go orders.
- Assisted in cleaning the main tasting room and back patio as well as washed dishes
- Prepared beverages upon customer's request
- Monitored guests for intoxication and immediately reported concerns to management, contributing to safe and welcoming environments for all patrons.

CAST MEMBER/BARTENDER

Celebration Cinema - Portage, MI

06/2023 to Present

- Worked on bartending knowledge and making drinks
- Answered phone calls in order to take customer's orders and service complaints
- Correctly transferring customer's orders into the POS system
- Assisting in preparing menu items
- Assisting with cleaning and cinema maintenance duty
- Greeting customers that come in and out
- Distributing carry-out orders
- Helped team meet expected demands by restocking work areas throughout the cinema.
- Boosted sales revenue by skillfully promoting diverse menu items.
- Listened to customer needs and desires to identify and recommend optimal products.
- Assisted customers by answering questions and fulfilling requests.
- Maximized my efficiency in all aspects to create a less stressful environment.
- Prepared beverages upon customers' request
- Created conversations with customers to improve their experience.

RETAIL ASSOCIATE

01/2023 to Present

Party City - Dickson City, PA

- Answered customer telephone calls promptly to avoid on-hold wait times.
- Answered phone calls to take customer's order, questions and service complaints.
- Assisting in preparing products ordered
- Assisting with cleaning and maintenance duty
- Greeting customers that come in and out.
- Fulfilled and Distributed pick-up and delivery orders
- Helped team meet expected demands by restocking work areas throughout the store.
- Boosted sales revenue by skillfully promoting items.
- Listened to customer needs and desires to identify and recommend optimal products.
- Assisted customers by answering questions and fulfilling requests.

ATHLETICS DEPARTMENT- WORK STUDY

08/2023 to 04/2023

Keystone College - LaPlume, PA

- Learned the ins and outs of different athletic topics.
- Observed coaching and statistic tactics.
- Diversified my knowledge in different sports.
- Created an efficient and effective environment by focusing on the games

EXTRACURRICULAR ACTIVITIES

- Varsity Volleyball- Salem University & Keystone College
- Keystone College Student Government- Treasurer
- Keystone College Planned Parenthood Generation Action- Secretary
- Assistant Varsity High School Volleyball Coach- Lawton High School
- Assistant Club Volleyball Coach- Next Level Performance

AWARDS/HONORS/RECOGNITIONS.

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| ● President's List- Salem University | Fall & Spring 2020-2022 |
| ● President's List- Keystone College | Fall & Spring 2022-2024 |
| ● All Colonial States Athletic Conference- Honorable Mention | Fall 2022 |
| ● All Sportsmanship Team | Fall 2023 |
| ● Academic All-District | Fall 2023 |
| ● Chi Alpha Sigma | |