



Emma Wallace

Retail Assistant

CONTACT

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emma.wallace@email.com

Chicago, IL

EDUCATION

High School Diploma

Lincoln Park High School | Chicago, IL

- Graduated 2025
- GPA: 3.6 | Member of Student Council

LANGUAGES

- English (Fluent)
- Spanish (Conversational)

PROFESSIONAL SUMMARY

Energetic and friendly individual with a background in hospitality and tutoring. Quick learner with excellent interpersonal skills and a strong work ethic, seeking a retail assistant role to deliver top-tier customer service and support in a fast-paced environment.

EXPERIENCE

Student Tutor

2023 - 2025

Lakeview Community Center, Chicago, IL

- Provided one-on-one tutoring in English and history to middle school students with diverse learning styles.
- Maintained a consistent weekly schedule and met with parents to offer progress reports, learning suggestions, and feedback on student development.
- Assisted with the planning and setup of weekend workshops, helping coordinate space, supplies, and attendance tracking.
- Collaborated with educators to design printable study guides and create take-home materials for standardized test prep.

Café Assistant (Part-Time)

2022 - 2023

Brew & Bean Coffeehouse, Chicago, IL

- Took detailed customer orders and operated the register during peak hours while maintaining speed and accuracy.
- Kept the work area organized and clean throughout shifts, ensuring availability of cups, napkins, condiments, and supplies at all stations.
- Learned how to operate the POS system to handle payments, refunds, and loyalty cards, while providing brief explanations of the rewards program to new customers.
- Helped introduce a customer feedback system and suggested weekly team meetings to review comments and improve service delivery.

SKILLS

Customer communication	★★★★★
Time management	★★★★★
Team collaboration	★★★★★
Cash handling basics	★★★★★
Stock replenishment	★★★★★
Conflict resolution	★★★★★
Basic math	★★★★★