

# Emily Skalda

Eugene, OR 97403

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## Work Experience

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### **Club Representative**

Downtown Athletic Club - Eugene, OR

March 2023 to Present

- Create a welcoming and friendly atmosphere for all members and guests of the Downtown Athletic Club.
- Greet and engage with visitors, providing excellent customer service and assisting them with inquiries, memberships, and facility information.
- Effectively communicate DAC's services, classes, and events to members and potential customers, showcasing our passion for fitness.
- Support members in achieving their fitness goals by providing guidance and information on equipment usage, class schedules, and training programs.
- Resolve member concerns and issues promptly and professionally, ensuring a positive and satisfactory experience.
- Work as a team to maintain a clean and organized club environment.
- Actively promote club activities and initiatives to increase member engagement and participation.

Qualifications:

- A genuine smile, positive energy, and passion for helping others.
- Excellent communication and interpersonal skills to engage effectively with members and guests.
- Strong problem-solving abilities and the ability to think on your feet.
- A team player who thrives in a collaborative environment.
- Knowledge and interest in fitness and wellness.
- Pride in your workplace and a commitment to maintaining a clean and inviting atmosphere.

### **Pono Security Officer**

Pono Security - Eugene, OR

July 2022 to July 2022

- Effectively monitored security during 8-10 hour shifts
- DPSST certified
- Followed Pono standard duties and procedures
- Performed all security functions, including crowd management
- Monitored all points of entry

### **Information Technology Specialist**

University of Oregon - Eugene, OR

October 2019 to March 2021

### **Sales Associate**

Ross Dress For Less - Eugene, OR

November 2020 to January 2021

## **Crowd Management**

Starplex Crowd Management Services - Eugene, OR

September 2018 to March 2020

- Handled customer relations prior to and during events, occasional assistance after
- Oversaw crowds at sporting events and concerts around Eugene
- Greeted and guided guests throughout arenas at events

## Education

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### **In progress**

University of Oregon - Eugene, OR

September 2017 to June 2021

## Skills

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- Food Service
- Cleaning Experience
- Cashiering
- Customer Service
- Cash Handling
- Sales
- Cooking
- POS
- Food Preparation
- Computer Skills
- Retail Sales
- Communication Skills
- Typing
- Kitchen Experience
- Guest Services
- Microsoft Word
- Babysitting
- Restaurant Experience
- Crowd Management Skills

## Certifications and Licenses

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### **DPSST**

Present