

# Emily Lay

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## OBJECTIVE

To use superior communication and customer service skills to smoothly run and manage daily operations.

## EDUCATION

**Texas A&M University**, College Station, Texas May 2017  
Bachelor of Arts in Horticultural Science  
Minor in Economics

**State University of New York at Cobleskill**, Cobleskill, New York May 2014  
Associate of Applied Sciences in Restaurant Management

## EXPERIENCE

**Flower Art LA**, Los Angeles, California Summer 2013  
*Floral Intern*

- Cleaned and cared for various flowers, plants, and decorative supplies
- Assisted in weekly restocking of floral products, directly from the Los Angeles Flower District
- Designed floral arrangements for various television shows and studios (including; NBC, CBS, Warner Bros.)

**HEB Grocery Stores**, San Antonio, Texas Summer 2014  
*Bakery Representative*

- Prepared and packaged various baked goods
- Communicated with customers on the phone and in person to recommend and order bakery products
- Decorated cakes and other items

**Levy Restaurants**, College Station, Texas Fall 2014  
*Kitchen Supervisor*

- Prepared food for concessions and sporting events (including box seats, President and Board of Regents suites)
- Oversaw kitchen staff
- Inventoried dry, frozen, and fresh goods weekly

**Cobleskill Auxiliary Services**, Cobleskill, New York August 2012-May 2014  
*Various jobs held*

- Prepared and served meals at the dining halls, and student ran restaurants
- Assisted in running special events (including community outreach, alcohol pairing events, alumni dinners)
- Oversaw serving stuff for small student ran bistro

**Kohl's Department Store**, College Station, Texas October 2014-September 2016  
*Customer Service Representative*

- Facilitated return of various merchandise
- Handled damages, shipments, inventory, and price changes
- Cash handling and accounting for daily sales and losses

## CERTIFICATIONS AND SKILLS

ServSafe (expires October 2017)  
Cash handling and accounting (familiarity with COSA, bank ordering forms and procedures) Floral design emphasis