

Emily Melchert

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QUALIFICATIONS

- Motivated leader with 5+ years' success in improving operations, client services, and delivering exceptional customer experiences
- Skilled in building relationships with clients and team members
- Proficient in scheduling and multitasking in fast-paced environments
- Strong communicator with the ability to coach, train, and motivate others to achieve team goals
- Certified in Microsoft Excel and Stukent Digital Marketing

EDUCATION

Bachelor of Arts in Business Administration

September 2022 - April 2025

Seattle Pacific University, Seattle, WA

- GPA: 3.85, Concentration: Marketing, In-state Merit Scholarship

Study Abroad

January 2025 - April 2025

Mahidol University International College, Bangkok, Thailand

- Completed business coursework toward Bachelor of Arts in Business Administration

EXPERIENCE

Affiliated with Rover, Edmonds, WA

Independent Contractor

June 2023 - Present

- Sustained a successful business model by building a strong client base and delivering excellent service, receiving 100+ 5-star reviews and securing 30 repeat clients
- Developed and implemented policies, prices, and requirements for clients
- Planned appointments, bookings, and introduction visits using time management skills

Lazy Dog Crazy Dog, Seattle, WA

Operations Supervisor

July 2022 - June 2023

- Oversaw daily operations by planning shifts to optimize team strengths to improve efficiency
- Trained and coached team members and supervisors, strengthening team performance
- Supported high-volume operations, managing service for an average of 120 clients a day

Papa Murphy's, Lynnwood, WA

Store Manager

October 2021 - May 2022

Shift Supervisor

November 2019 - October 2021

- Supervised and led store staff, illustrating leadership, delegation, and management skills
- Reduced weekly labor overages from 20 hours to 0–5 hours under budget, reducing labor costs and improving scheduling
- Demonstrated multitasking skills through inventory management, food ordering, scheduling, and in-store promotions