



RILEY (KOVA) OLSON

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Summary

Motivated english graduate seeking opportunities in digital marketing and/or content writing to gain hands-on experience. Focused and friendly with a strong drive to succeed. Recent honors graduate with excellent writing, interpersonal, research, and time management skills with proficiency in various software and applications. Detail-oriented and able to learn new concepts quickly. Worked in retail, customer service, and reception for about 2 years as a hardworking employee with multitasking, administrative, time management abilities, and devoted to giving every customer a positive and memorable experience.

Relevant Skills

- Point-of-Sale (POS) System
- Excellent Written and Verbal Communication
- Detail-Oriented Editing, Revising, and Proofreading
- Team Collaboration
- Critical Thinking
- Planning and Organizing
- Microsoft Office
- Google Drive
- PC Proficiency
- Relationship Building
- Creative Thinking
- Documentation and Reporting
- Office Equipment Operations
- Recordkeeping
- Prioritization and Time Management
- Multi-Line Phone Systems
- Scheduling and Calendar Management
- Administrative Support
- Visitor and Customer Relations
- Customer Service
- HIPAA Compliance Guidelines
- Front Desk Operations
- Medical Recordkeeping
- Telephone Etiquette
- Inventory Stocking

Experience

National Vision | Elmhurst, Illinois

Receptionist/Sales Associate

06/2022 - 10/2023

- Promptly greeted and engaged customers in friendly, professional dialogue to determine needs and create customer relationships
- Assisted teammates with sales-processing tasks to meet daily sales goals
- Answered, screened, and forwarded incoming phone calls, schedule appointments, followed up on patient and order status' to ensure high customer satisfaction
- Kept the reception area tidy and presentable, with all necessary stationery and materials
- Filed all patient records daily and pulled patient files for the following day's appointments
- Processed and understood managed care plans
- Maintained store cleanliness and displays
- Built and maintained relationships with peers and upper management to drive team success
- Increased sales by cross-selling similar products

Ebel's Ace Hardware | Elmhurst, IL

Cashier

- Learned roles of various departments to provide coverage and keep store operational

06/2020 - 02/2022

- Operated POS system to receive payment by cash, check and credit card
- Helped customers find specific products, answered questions, and offered product advice
- Preserved appearance of store by arranging and replenishing displays and merchandise racks
- Processed refunds for worn, damaged and broken merchandise
- Promoted customer loyalty program as well as cross-selling
- Tracked company inventories, moved excess stock and arranged products to improve sales
- Trained new team members in cash register operation, stock procedures and customer services
- Used selling strategies to promote add-on sales

Einstein Bros. Bagels | Kenosha, WI

Team Member

08/2018 - 02/2019

- Rotated through series of different stations based on team needs to increase productivity and maintain floor flow
- Contributed to team safety by removing hazards and keeping areas neat and well-stocked
- Looked for ways to go above and beyond job requirements
- Assisted in on-boarding additional employees on the floor
- Developed positive customer relationships through friendly greeting and great customer service
- Troubleshoot machine malfunctions and made adjustments to correct problems
- Followed production orders and company standards to exceed quality scores on consistent basis
- Prepped sandwiches, bagels, smoothies, and bakery items
- Maintained etiquette in customer service
- Processed payment handling

Education and Training

Elmhurst University | Elmhurst, IL

Bachelor of Arts in English Composition

12/2022

Activities and Honors

- I was a member / assistant of multiple school organizations including: The Gay Straight Alliance Club, Black Student Union, The Literary Magazine, and the Esports club
- I graduated as a member of the English Sigma Tau Delta's honors society
- Remained on the dean's list during multiple semesters

Websites, Portfolios, Profiles

- <https://www.linkedin.com/in/riley-olson-6446a1263>