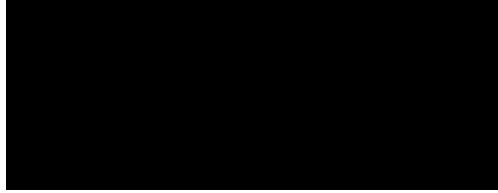


Celeste Addison Hurst



EXPERIENCE

Front Desk Receptionist, St. E's Urgent Care • Dayton, Ohio

07/15 - 06/16

Checked in and triaged patients, answered calls, handled billing inquiries, and managed administrative tasks. Ensured smooth patient flow through the clinic and efficient communication with patients.

Front Desk Receptionist, Schiller Barns and Maloney • Louisville, Kentucky

01/17 - 03/18

Handled client inquiries, took detailed messages, managed faxes, forwarded emails, and provided welcoming customer service to all guests.

Customer Service, Latte Dah • Valdez, Alaska

09/19 - 03/20 and 09/21 - 03/22

Greeted customers, managed orders, and maintained a clean and organized work environment. Demonstrated strong communication and multitasking skills in a customer-centric role.

Office Manager, Glacier Automotive • Valdez, Alaska

06/20 - 4/23

Scheduled clients, managed technician schedules, ordered inventory, processed payments, managed social media, resolved conflicts, and directed staff to enhance service and maintain a productive workplace.

Career Scale Specialist, Learn Grant Writing • Valdez, Alaska

03/22 - 6/22

Qualify leads, scheduled 15-minute calls with prospective customers to identify if they were a good fit for the Collective and addressed whatever had them on the fence, managed chatbot conversations on the website daily, communicated with prospective customers that reached out via email, managed DM Instagram conversations and help with story posting. Improved existing Standard Operating Procedures (SOPs) and developed new SOPs as needed to document my work, aggregated feedback from Unicorn career calls to inform marketing and outreach content. Utilized Asana project management to manage projects, developed educational material, including presentations, sales scripts, and case studies to be included in the company SOP playbook, and provided additional support to projects as the CEO and COO needed.

Bartender, The Fat Mermaid • Valdez, Alaska

05/01/2023 - 10/26/2024

Provided excellent service to patrons, handled cash transactions, crafted drinks, and ensured a safe and welcoming environment. Developed strong multitasking and customer service skills in a high-paced setting.

Store Owner, The Gift Shop • Valdez, Alaska

06/24 - Present

Manage all aspects of store operations, including inventory management, advertising, customer service, and sourcing items to sell. Regularly delegate tasks to employees, handle payroll, and oversee financial activities to maintain effective business operations.

PROJECTS

Celeste Addison Art

2017 - Present

Launched a micro-business focusing on customer service and marketing for art sales, refining skills in digital marketing and business management.

SKILLS

- **Management:** Delegation, payroll, inventory control
- **Customer Service:** Conversation skills, public speaking, conflict resolution
- **Marketing:** Email and social media marketing, SEO
- **Technical:** Scheduling, multitasking, problem solving, grant writing

LANGUAGES

English

American Sign Language