

Amber Kluver

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Address:
1022 Hawks Landing
Lake St. Louis, MO
63367

EDUCATION

University of Missouri, Saint Louis, MO

December 2023

Bachelor Business Administration – Marketing GPA 3.8/4.00

Coursework: Digital Marketing, Graphic Design (SCC), Consumer Behavior, International Marketing, Marketing Principles, Management & Organizational Behavior

Certifications: Google Analytics and Search Engine Optimization (SEO) Certified

WORK EXPERIENCE

Starbucks, Lake St. Louis, MO

May 2019 - December 2022

Barista and Trainer

- Prepared and served food, coffee and tea drinks adhering to Starbucks' recipes and presentation standards or customized to personal tastes, while working in a fast-paced environment approximately 30 hours per week
- Anticipated customer and store's needs by evaluating store environment and customers for cues
- Effectively marketed and sold Starbucks products by engaging and understanding customers, communicating product information, providing samples to encourage trial, making suggestions tailored to customers preferences
- Maintained a calm demeanor during periods of high volume or unusual events, to maintain friendly, timely service to customers and to set a positive example for the shift team
- Assisted with new partner training by positively reinforcing successful performance and giving respectful and encouraging coaching to improve partner performance and to ensure all customers were provided with quality, friendly service
- Organized, as part of a team, the daily opening and closing of the Starbucks store in accordance with safety and stringent sanitation standards
- Multi-tasked, focused on details, and kept the customer as first priority while maintaining reliable attendance resulting in positive feedback from customers

Schnucks, Lake St. Louis, MO

2018- 2019

Produce Department Associate; Cashier

- Independently managed (as the sole associate during most work shifts) a high sales volume produce department working approximately 20 - 30 hours per week in a flexible, changing schedule
- Ensured freshness of perishable produce by preparing, packaging, dating, restocking, and rotating produce for proper product presentation at displays, and at closing, pulled some products from case for proper storage
- Effectively marketed and sold produce by communicating to customers product information
- Maintained cleanliness of work area, equipment, produce display, and backroom, following company food safety
- Checked out customers purchases accurately, processed coupons, maintained cash security, bagged customer orders

Sebastien's Pet Salon, Lake St. Louis, MO

2016 - 2019

Receptionist & Pet Groomer

Leland Smith II Attorney At Law, St. Charles, MO

2014 - 2015

Legal Secretary Assistant

SKILLS & INTERESTS

• **SKILLS:** Microsoft Word, Excel, PowerPoint; Adobe Photoshop

• **INTERESTS:**

- Music – Arranged Choral Music, College Orchestra, Proficient in Flute/Piccolo; Guitar and Piano
- Graphic Arts & Painting – Acrylic and Oil Painting, Yearbook (designed yearbook pages by taking photos, interviewing students/faculty, and designing/writing infographics)