

Emma Davila

(585) 435-2578 | edavila@mail.niagara.edu | <https://www.linkedin.com/in/emmadavila->

SUMMARY OF QUALIFICATIONS

- Over three years experience providing excellent customer service
- Proven leader with the ability to work well as a team in several different departments at a moment's notice
- Extremely organized with the ability to multitask and finish projects in a timely fashion
- Ability to build and maintain professional relationships for career advancement and opportunities.
- Ability to balance coursework, extracurricular activities, and part-time employment.

EDUCATION

Aquinas Institute- Rochester, NY

High School Diploma, September 2019 – June 2023

Niagara University- Niagara University, NY

Academic Exploration, May 2027

EXPERIENCE

5/21 – Present

Wegmans Food Markets- Rochester/Niagara Falls, NY

Front-End Associate/Personal Shopper

- Address and resolve customer concerns or complaints promptly and professionally to ensure satisfaction
- Maintain an in-depth knowledge of products, promotions, and store policies to assist customers effectively and answer their questions
- Ensure the front-end area is clean, organized, and well-stocked, including managing merchandise displays and signage at the beginning of every shift
- Adapt to varying work schedules and duties, including potential shifts during busy periods or special events
- Accurately pick and pack groceries based on customer orders, ensuring the freshness and quality of all items

10/24 – Present

Buffalo Sabres (Hockey Western New York LLC)- Buffalo, NY

Promotion Team

- Engaged with fans during games and events, fostering a positive atmosphere and enhancing the overall fan experience.
- Help run interactive game night activities, such as contests and giveaways, to enhance fan engagement.
- Providing giveaways, merchandise, and interactive experiences to enhance game-day enjoyment.
- Collaborated with a small team to plan and execute promotional events, ensuring all aspects were coordinated for maximum impact and engagement.

**MARKETING
EXPERIENCE**
6/21 – Present

Rochester Academy of Irish Dance - Rochester, NY
Social Media/Marketing Assistant

- Help manage and schedule posts across various social media platforms, ensuring brand consistency and engagement.
- Assist in planning and executing marketing events, and promotions.
- Create or assist in designing marketing materials
- Assist in developing creative and engaging posts for various social media platforms, including graphics and captions.
- Assist in tracking and analyzing social media performance metrics, providing insights for future strategies.

**COMPUTER
SKILLS**

Microsoft Office; Word, PowerPoint, Excel, Google Docs, Google Sheets,
Social Media for Marketing; Twitter, Facebook, Instagram, TikTok

**HONORS/
ORGANIZATIONS**

Member – Club Management Association of America (9/24 – Present)
Member- Events Team- Niagara University (10/24 – Present)