

Beckah Gelsberg

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EDUCATION

Bachelor of Science in Sociology

May 2022

Minor in Health Science

East Carolina University - Greenville, NC

GPA 3.75

RELEVANT COURSEWORK

Juvenile Delinquency, Family Interaction, Drug Use and Abuse, Advanced First Aid, and Social Inequalities

EXPERIENCE

Career Services Mentor

January 2021 – May 2022

ECU Career Services - Greenville, NC

- Instructed up to 30 undergraduate students weekly on successfully and professionally presenting themselves to potential employers through their cover letters and résumés
- Conducted mock job interviews and provided feedback that highlighted students' skills and offered suggestions for increasing their marketability
- Adapted to the needs of students through patience and understanding, which increased learning and comprehension

Full-Time Volunteer Representative

May 2018 – January 2018

The Church of Jesus Christ of Latter-day Saints - Greenville, NC

- Facilitated learning and growth in new volunteers by exemplifying appropriate behavior, listening to questions and concerns, observing actions, and building relationships of trust
- Taught over 100 youth, adults, and elderly persons, in individual and group setting, on finding life improvement answers through study skills and personal reflection
- Planned and taught at meetings for groups of up to 15 volunteers on ethics, communication, teaching skills, and achievement of goals

Manager

January 2018 – September 2018

Uptown Bagel Café - Raleigh, NC

- Trained 8 employees on policies and procedures, conducted weekly evaluations and provided performance-improvement feedback
- Analyzed and adjusted product inventory, which decreased waste and increased profits
- Prepared weekly scheduling for 9 employees with restricted availability
- Organized and calculated product shipment and maintained a strict budget with Excel while finding ways to increase profit

Sales Representative

August 2017 – January 2018

Dewey Pest Control - Modesto, NC

- Assessed customer satisfaction with products to maintain loyalty
- Collaborated with team members and supervisor weekly on innovative ways to increase profit
- Articulated quality, value, and necessity of product while facilitating business transactions
- Scheduled appointments and created accounts for new and pre-existing clientele to meet their needs on time

Shift Supervisor

May 2015 – August 2017

Einstein Brother's Bagels - Cary, NC

- Progressed from entry-level employee to supervisor within the first month of employment
- Adjusted to customer and employee needs to ensure a positive work environment
- Assisted management with product enhancement, inventory, sales analysis, and employee training