

Emma Flourney

SKILLS

- attention to detail
- responsibility
- building customer loyalty
- thoroughness
- hospitality
- compassion
- customer service
- emotional intelligence
- critical thinking
- interpersonal communication
- curiosity and drive to research
- intentionality and carefulness
- writing
- proofreading
- QWERTY typing
- Google Docs and Microsoft Word

EDUCATION

Hillsdale College

Western Heritage course
Online, 2021

Proofread Anywhere

General Proofreading: Theory and Practice
Online, 2020–2021

Hocking Hills Academy

General Education / High School
Laurelville, Ohio, 2005–2018

INTERESTS

- people and psychology
- classic literature
- language and etymology
- history and culture
- classical and traditional music
- violin and piano

SUMMARY

Enthusiastic self-starter with a keen eye for detail and a passion for excellent work and the comprehensive well-being of people. Experienced in fields including proofreading, hospitality, customer service, and cleaning. Committed to thoroughness, dependability, honesty, and kindness.

EXPERIENCE

Proofreader

Precision Proofreads | www.precisionproofreads.com | 2021–present

- Started business from the ground up by researching and building with steadiness and determination.
- Provide writers value with high-quality proofreading and a satisfying, enjoyable experience.
- Contribute to cleaner, more excellent texts by scrutinizing fiction and nonfiction writing for errors and inconsistencies in spelling, punctuation, grammar, and word usage.
- Cultivate confidence and ease of decision-making in customers by giving clear, specific comments and suggestions for how to fix marked errors and inconsistencies.
- Help customers feel welcome and secure by maintaining genuine, friendly, professional relationships with them.

Cleaning and customer care

Ash Ridge Cabins | *Laurelville, Ohio* | 2006–2021

- Worked as part of a family team to clean and prepare four log cabins for short-term rental guests on a daily/weekly basis.
- Maintained a regular standard of neatness and order while cleaning tables, counters, sinks, fridges, microwaves, floors, and windows; finding and banishing sticky spots and crumbs; straightening curtains, towels, furniture, and decorations; and more.
- Created a clean, cozy, and inviting atmosphere for customers in making beds, setting tables, lighting candles, and managing finishing touches.
- Helped customers feel welcome and looked after by caring for their needs at the door: checking them in, checking them out, answering their questions, and providing extra things needed during their stay.
- Helped customers feel comfortable and informed by receiving their phone calls and answering their questions in a friendly and accommodating manner.
- Streamlined the check-in process by managing and preparing paperwork and receipts for incoming guests.

Florist

Sherwood Florist | *Laurelville, Ohio* | 2016–2021

- Created floral arrangements of various sizes and designs for customers of Ash Ridge Cabins.
- Selected flowers and plants of high quality and pleasing coordination.
- Exercised care and precision in arranging the flowers with order and beauty.