

Amelia Hartman

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I am a front office representative as well as an established Irish Dance instructor who is personable and detail oriented. I specialize in client communications and I have a strong track record in building and maintaining supportive relationships with both customers and team members. I am enthusiastic about the opportunity to make connections with people, and I am looking to expand my experience and expertise in customer satisfaction.

WORK EXPERIENCE

Barre 3 — Receptionist

08/2013 - PRESENT, Newtown, PA

- Establish strong client relationships through trust and support
- Maintain customer satisfaction through verbal and written communications
- Process calls and emails while efficiently handling online scheduling
- Manage cleanliness and maintenance of studios and facilities

Nicholl School of Irish Dance — Dance Instructor

09/2011 - PRESENT, Yardley, PA

- Instruct children and young adults in the fundamentals of Irish Dance
- Choreograph group and solo dances
- Collaboratively plan and manage weekly classes, recitals, public performances and competitions
- Organize and regulate fundraising projects alongside owner, parents, and co-instructor
- Communicate regularly with parents and dancers in anticipation of classes, competitions, and performances

Crossing Cooperative Nursery School — Assistant Teacher, summer program

06/2012 - 06-2017, Washington Crossing, PA

- Cooperatively oversaw and advised children aged three to five
- Collaborated with teachers, assistants, and counselors to plan daily lessons, activities, projects, and events
- Assisted lead teacher in carrying out daily lesson plans
- Arranged, constructed, and disassembled daily activities

EDUCATION

Bucks County Community College — General Communications

12/2012 - 06/2014, Newtown, PA

41 credits completed towards an Associates degree in General Communications

- Interpersonal Communications
- Sociology
- Multimedia Concepts

SKILLS

Exceptional written and verbal communication skills
Highly Organized
Detail Oriented
High Emotional Intelligence
Personable
Implements Decisions
MS Office Experienced
75 WPM Typing Proficiency
Fluent in MindBody Software

ACHIEVEMENTS

Employee Training Responsibilities (2014-2017)

Skillfully trained multiple team members at Barre3 to use business management software. Trained new employees on customer service skill sets specific to Barre3 standards.

Public Dance Choreography and Performances (2013-PRESENT)

Choreograph, manage, and perform in numerous Irish Dance productions. Public performances and choreography experiences thus far includes Walt Disney World, Trenton Thunder Games, Busch Gardens, Hershey Park, Universal Studios, Philadelphia and Bucks County Saint Patrick's Day Parades, Sesame Place, and Philadelphia Phillies Games.

