

Emelie Decker (She/Her/Hers)

Experienced professional with over 10 years of success in customer service, information technology, and operations management. Known for strong leadership, adaptability, and high-level problem-solving in fast-paced environments. Proven ability to manage teams, implement processes, and deliver results under pressure.

Open to in-person, hybrid, or remote work structures with flexible hours. Available for interviews via phone, video, or in-person formats.

Contact Me

Cell Phone

8:00 AM to 9:00 PM CST

- 816.269.5147

Email

Anytime

- Mellieinink@gmail.com

Experience

Jack Stack BBQ | Waitress

Oct 2025 - Present

- Delivered efficient, friendly service in a fast-paced dining environment with a focus on customer satisfaction.
- Maintained accuracy under pressure while managing orders, transactions, and time-sensitive tasks.

ALDI USA | Lead Store Associate

Oct 2024-Nov 2025

- Lead store operations and delegate task assignments while maintaining all responsibilities of a Store Associate.
- Open and close the store as a manager on duty, with oversight of cash handling, staffing, and daily planning.
- Guide associates and manage vendor relations to maintain full stock and sales floor readiness.
- Produce and review shift-level reports, inventory logs, and scheduling tasks to support team accountability.
- Uphold policy standards, resolve customer issues, and ensure compliance with company procedures.
- Hours: 40-50 weekly.

ALDI USA | Store Associate

Aug 2024-Oct 2024

- Maintained store readiness and brand standards through stocking, product rotation, and inventory tracking.
- Worked collaboratively with team members and vendors to ensure efficient product flow and customer service.
- Developed familiarity with KPIs, shrink management tools, and ALDI's INSTACART fulfillment program.
- Hours: 40 weekly.

Texas Roadhouse | Waitress/Bartender**Mar 2024-Sept 2024**

- Delivered efficient, friendly service in a fast-paced dining environment with a focus on customer satisfaction.
- Maintained accuracy under pressure while managing orders, transactions, and time-sensitive tasks.
 - Hours: 20-30 weekly.

T-Mobile USA | Services Desk Specialist**Oct 2021-Dec 2023**

- Provided Tier 1 and Tier 2 technical support with a focus on Windows systems and Active Directory.
- Diagnosed software issues, escalated high-priority tickets, and tracked system implementations.
- Supported decommissioning and system migration efforts across departments.
 - Hours: 40-45 weekly.

T-Mobile USA | Virtual Retail Mobile Expert**Nov 2020-Oct 2021**

- Assisted customers through live chat and online platforms for mobile product and service troubleshooting and sales.
- Managed high-volume customer queues and escalated complex issues appropriately.
 - Hours: 40-45 weekly.
- Alternate Assignment: Front-Line Council used critical thinking to better the sales positions and roles for the fledgling Virtual Department. All positions learned from a work from home setting.

Big Whiskey's Bar and Restaurant | Assistant Manager/Bartender Aug 2018- Sept 2020

- Managed shift operations and staff in a full-service dining and bar setting.
- Balanced cash drawers, conducted inventory checks, and upheld service standards.
 - Hours: 40-55 weekly.

Bob Evan's Restaurant | Waitress/Grill Cook/Dish Tanker**May 2016-Aug 2018**

- Cross-trained in front- and back-of-house positions, including order taking, food prep, and dish maintenance.
- Maintained food safety standards and provided consistent customer service.
 - Hours: 40-50 weekly.

Sam's Club | Frontend Supervisor/Saleswoman**Feb 2017-Sept 2017**

- Supervised cashiers and sales staff, handled refunds, and maintained front-end operations.
- Assisted customers in restricted product areas and processed special sales orders.
 - Hours: 40-45 weekly.

Education

Purdue University Global, BS Legal Studies**2023-Present**

Major: Legal Studies | Affiliations: PG Law Society

Archbishop O'Hara High School, High School Diploma**2010-2014**

Skills & abilities

- Management
- Time management
- Customer Service
- Attention to detail
- Problem solving
- Project management
- Communication (written/oral)
- Phone etiquette
- Teamwork
- Leadership
- Sacrifice/Team Player
- Research/Information Collection
- Adaptable
- Computer Skills – 58 WPM
- Microsoft Native
- Apple: Keynote and Pages
- Basic IT/Advanced IT
- Computer Building
- Aloha, Micros (Restaurant Software)
- Basic Photoshop

Certifications

- CPR Certified (Formerly, can recertify)
- Missouri State Notary Public (Commission #24549621)
- Kansas Alcohol Seller Server Training (3yr – Expires Jun 8, 2027 – K.S.A. 41 Compliant)
- Missouri Food Handlers Permit

References

- Patrick Mahoney: Journeyman’s Apprentice; IBEW 124, 816.728.7373
- Lexi Young: Fair Ambassador, Seattle Sound, 253.282.5709
- Jayme Crouch: Jack Stack BBQ, Kitchen Manager, 913.609.1781
- Vallarie Ashton: Jack Stack BBQ, Bartender, 641.757.2461