

Beckah Gelsberg

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Education

Bachelor of Science in Sociology

Brigham Young University-Idaho

Apr 2020

Rexburg, ID

- Minor in Health Science
- Major GPA 3.5
- Received multiple academic, merit-based, and resiliency scholarships
- Relevant coursework: Juvenile Delinquency, Family Interaction, Drug Use and Abuse, Advanced First Aid, and Social Inequalities

Experience

Career Services Mentor

BYU-Idaho Career Center

Jan 2019 – Present

Rexburg, ID

- Instructed up to 30 undergraduate students weekly on cover letters and résumés in one-on-one settings
- Conducted mock job interviews and provided improvement feedback, which enabled students to articulate their unique and relevant value to employers effectively
- Adapted to needs and backgrounds of various students through active listening and empathy, which facilitated increased learning and comprehension

Manager

Uptown Bagel Café

Sep 2016 – Apr 2017

Provo, UT

- 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 diverse availability
- Organized and calculated product shipment and maintained strict budget via Excel, while finding ways to increase profit

Sales Representative

Dewey Pest Control

May 2015 – Aug 2015

Modesto, CA

- Assessed customer satisfaction with product and provided insights to management for maintaining 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 in ways that met needs in more timely manner

Shift Supervisor

Einstein Brother's Bagels

May 2014 – Aug 2014

Phoenix, AZ

- 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
- Provided feedback—as requested by management—to improve products, economize inventory, increase sales, and train employees more effectively

Volunteer

Full-Time Volunteer Representative

The Church of Jesus Christ of Latter-day Saints

May 2017 – Nov 2018

Provo, UT

- Facilitated learning and growth in new volunteers by exemplifying appropriate behavior, listening to questions and concerns, observing actions, and building safe and trusting relationships
- Taught over 100 youth, adults, and elderly persons, in individual and group settings, 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