

Leirel A. Kreutzer

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Sevierville TN, 37820

PROFESSIONAL SUMMARY

Motivated and adaptable professional with diverse experience in education, customer service, and community engagement. Skilled in creating positive guest experiences, leading teams, and maintaining organization in fast-paced environments. Currently pursuing a Bachelor's in Interdisciplinary Studies with a minor in Environmental Health at East Tennessee State University, with a passion for sustainability, environmental education, and community well-being. Recognized for strong communication, leadership, and multitasking abilities, as well as a commitment to continuous learning and professional growth.

SKILLS

Professional & Technical Skills

- **Customer Engagement & Experience:** Personable and highly hospitable, skilled in building genuine connections with guests, understanding their needs, and delivering personalized recommendations that enhance satisfaction and trust.
- **Sales Support & Brand Representation:** Experienced in promoting products and representing brand values through product education, visual presentation, and consistent, high-quality service.
- **Technology & Tools:** Proficient in Microsoft Office Suite, Google Workspace, and POS systems; knowledgeable in digital portfolio creation and online content organization tools.

Leadership & Interpersonal Skills

- **Team Collaboration:** Proven ability to foster an inclusive, team-driven atmosphere that emphasizes communication, respect, and accountability.
- **Hospitality & Professional Demeanor:** Known for creating welcoming environments where guests and team members feel valued, supported, and heard.

Environmental & Educational Skills

- **Environmental Stewardship:** Hands-on experience in trail building, invasive species removal, and native habitat restoration through community park projects.
- **Community Outreach:** Adept at engaging the public in environmental programs, promoting sustainability, and strengthening connections between people and nature.

- Program Design & Implementation: Familiar with design thinking methods, supporting the creation of innovative, nature-based educational experiences.

EDUCATIONAL EXPERIENCE

Walter's State Community College, Sevierville, TN

Associates of General Sciences

GPA: 3.5

Graduated: May 2022

East Tennessee State University, Johnson City, TN

Interdisciplinary Studies BS

Minor in Environmental Health

Current GPA: 3.5

Expected Completion: 2026

PROFESSIONAL EXPERIENCE

EMPLOYMENT EXPERIENCE

Lululemon, Sevierville, TN

May 2025- Current

Educator

Supervisor: Carl J, Noah H

Duties:

As an Educator at Lululemon, I deliver an exceptional guest experience by creating genuine connections and helping guests find products that support their lifestyle and fitness goals. I maintain strong product knowledge across all apparel lines to provide personalized recommendations and ensure a seamless in-store experience. Through active listening and communication, I foster an inclusive and supportive environment that reflects Lululemon's core values. My role has strengthened my skills in customer service, team collaboration, leadership, and problem-solving, as well as my ability to adapt quickly in a fast-paced retail setting while maintaining attention to detail and brand integrity.

September 2024-April 2025

Sam's Club, Johnson City, TN

Product Demonstrator/ Juicer
Manager: Jennifer Donati

Duties:

My role at Sam's Club is a product demonstrator and Juicer. In the demonstrator role, I am responsible for cooking, demonstrating, and submitting reviews for products assigned by the distributors. As a Juicer, I have the responsibility of meeting a required production minimum. This role requires heavy lifting, cleaning, and ensuring proper sanitation steps required for the fruit.

Private Nanny, Sevierville, TN

February 2022 - July 2024

Employers: Jon and Nichole Nicely

Duties:

As a nanny, I played many roles, to always ensure the safety and well-being of the children. Included but not limited to, educational support meal preparation and nutrition, daily routine and personal care, household duties, activity coordination, emergency preparedness, and active communication with the parents. As a nanny, I had to always be mindful as to what I was showing or doing with the children. This job is what led me to return to higher education as it taught me the importance of understanding and preparedness.

Aubrey's, Sevierville, TN

September 2019 - July 2024

Host/Server/Togos
General Manager: Jon Nicely

Duties:

I played many roles at Aubrey's, I first started as a host where my main role was to greet customers and ensure that they had a good first impression when coming into the restaurant. In this role, I was responsible for ensuring cleanliness around different areas of the restaurant and keeping the rotation running smoothly. Later, I moved into a serving role that taught me to be quick and efficient. I was responsible for handling multiple guest requests, ensuring quick and qualitative services, and overall balancing the load and optimizing my performance. I was a flexible employee and team player.

COMMUNITY ENRICHMENT

EXPERIENCE

Johnson City Parks and Recreation, Johnson City, TN

Supervisor: Connie Deegan

February

2025- Current

Title: Volunteer

Duties:

As a volunteer my duties are to help with trail construction and maintenance to ensure safe and sustainable pathways for community members to explore nature. We also do removal of invasive species, helping restore native habitats and improve biodiversity in local ecosystems. Additionally, we help with general park resource management, enhancing outdoor spaces to support both ecological health and community recreation.

Smokey Mountain Outreach (SMO), Camp Montvale, Maryville, TN

Summer 2019

Title: Camp Counselor

Duties:

As a camp counselor my responsibilities included management of the cabin and campers, help in the mess hall, cooking and cleaning duties, and supervising campers during their activities and helping to oversee community events.