

PARK OPERATIONS HOSTESS

Summary

Highly experienced in banking, customer service, data entry, publicity, editing, and a wide range of computer skills

Software (PC and MAC environments): Computerized cash registers, invoice, scheduling, and inventory software, Microsoft Windows® and Microsoft Word, Excel, OneNote, PowerPoint and Photoshop.

A strong literary background coupled with up-to-date technological knowledge.

Highlights

Software (PC and MAC environments): Microsoft Windows® and Microsoft Word, PowerPoint, Excel and Publisher

- Time management
- Meticulous attention to detail
- Excellent communication skills
- Strong problem solver
- Multi-line phone proficiency
- Filing and data archiving

Accomplishments

Data Organization

- Improved office organization by compiling quarterly budget reports, financial spreadsheets, organizational charts and company data reports using advanced Microsoft Excel functions.

Multitasking

- Demonstrated proficiencies in telephone, e-mail, fax and front-desk reception within high-volume environment.

Customer Service

- Handled customers effectively by identifying needs, quickly gaining trust, approaching complex situations and resolving problems to maximize efficiency.

Experience

Company Name City , State Park Operations Hostess 09/2014 to Current

- Provide exceptional guest service by greeting and interacting with guests, answering questions and resolving guest issues Ensure safe and efficient line speed and crowd flow through park rides and stadiums Operate and monitor ride systems following all company safety policies and procedures, including proper loading/unloading of guests and ride evacuations Perform and record guest counts hourly and communicate to other departments as needed For special events, staff gates and pathways to direct guests to attractions Assist with park emergencies including inclement weather.

Company Name City , State Activities Associate 02/2014 to 10/2014

- Presenting programs in front of groups of participants of varying ages Assisting in the implementation of various group activities Handling reservations and accepting cash and credit card payments Recording inventory of equipment and ensuring that equipment is functional.
- Checking out and returning various equipment for guests Assisted guests with planning their schedules at the resort and recommended activities and events based on their needs.
- Senior Publicist for Sharyn McCrumb, New York Times Bestselling Author.

Company Name City , State Senior Publicist 06/2006 to 05/2014

- Cash and check deposits, process loan expenses and open new accounts Created and developed publicity strategies to drive business goals Pitched and secured print media, television, online and radio interviews Developed press materials such as press releases and kits, fact sheets and related communication Built and maintained relationships with media personnel Oversaw tours and media events Achievement: Hired as publicist; promoted because of demonstrated management skill and innovative ideas.

Company Name City , State Certified Senior Teller 07/2012 to 05/2013

- Maintained appropriate cash limits, cashed checks, established deposits, and issued cashier's checks, cash orders, traveller's checks, money

advances, and funds transfers.

- Cash and check deposits, process loan expenses and open new accounts.
- Perform cash management, customer service, balance cash drawer and petty cash management.
- Achievement: Hired as junior teller; promoted because of accurateness, pace, and skills.

Company Name City , State Manager 04/2004 to 10/2010

- Supervised and trained employees, answered phones, accepted reservations and took payments; was in charge of general care and cleanliness of facility.

Education

Bachelor of Arts : English Literature 2010 Roanoke College , City , State , United States GPA: Cum Laude Graduate Cum Laude

Cum Laude English Literature Graduate Cum Laude

2006 North Cross School , City , State

Certifications

Certified in Lifeguarding, CPR, AED, and First Aid through the American Red Cross.

Interests

2006 Regional Champion, English Speaking Union Shakespeare Monologue and Sonnet competition.

Languages

Conversational knowledge of Spanish language. Ability to read and write French and Spanish.

Professional Affiliations

Sigma Tau Delta International English Honour Society Member Kappa Delta Pi Honour Society Member President (2010-2011) and founding student member of Roanoke College Peace and Justice Association Member of Ruritan Club (Catawba Chapter) January 2004-May 2010

Skills

balance, cash management, cashier, CPR, credit, customer service, special events, First Aid, French, functional, funds, inventory, MAC, materials, Excel, money, PowerPoint, Publisher, Microsoft Word, personnel, policies, Presenting, press, press releases, print media, Publicist, publicity, radio, read, Recording, safety, Spanish, Spanish language, phones, television, Author

Additional Information

- Honours and Activities 2006 Regional Champion, English Speaking Union Shakespeare Monologue and Sonnet competition.