

ROBERT SMITH

Cast Member/Executive

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A self-starter and quick learner with a proven track record of success. Versatile skill set with experience in customer service, sales, product knowledge, written and oral communication. Received multiple awards for excellence in customer service. Recognized skills in mentoring, mediating between employees, and in leading team projects. Received multiple awards for excellence in customer service.

SEPTEMBER 2013 - SEPTEMBER 2016

CAST MEMBER/EXECUTIVE - ABC CORPORATION

- Assisted guests by helping them find the perfect item, and offering additional items to increase the stores UPT.
- Directed and hosted daily non-scripted events which include story time, arts, music and dancing.
- Operated POS system, quickly and efficiently.
- Participated in the processing of shipment, opening boxes, storing and organizing products.
- Promoted and maintained a safe working and shopping environment.
- Have an extended product knowledge on ofthe stores products merchandise.
- Assembled and displayed new marketing fixtures and signage on the sales floor.

2012 - 2013

CAST MEMBER - DELTA CORPORATION

- Responsible for greeting all guests, operating attraction rides and monitoring rides for unexpected emergencies that may occur.
- Engaged children at level allowing them to become part of the story.
- Provided first line of assistance to park guests.
- Practiced communication with diverse populations.
- Responsibilities included ensuring a wonderful experience for each and every guest.
- Checking guests in for reservations using a computer system.
- Assisted special event guest with their needs.

EDUCATION

Business Administration - 2011(NORTHWEST SHOALS COMMUNITY COLLEGE - Muscle Shoals, AL)

SKILLS

Customer Service, Inventory Management, Microsoft Office.