

## Crew Leader

# ROBERT SMITH

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## Objective

Resourceful and accomplished Office Manager with extensive office operations and personnel organization expertise. Versatile while offering administrative experience in both corporate and non-profit office environments. Additionally, I have performed administrative duties while answering a high volume of incoming calls and handling in-person inquiries from clients and Colleagues. Flexible and hardworking with the drive to succeed.

## Skills

Microsoft Office, Powerpoint, Welding, Labor Relations, Computer Repair, Transportation

## Work Experience

### Crew Leader

**ABC Corporation** - August 2012 - May 2015

- Negotiated and compromised a price point with the customer for services rendered.
- Advised supervisor of progress and performance, and made recommendations for dismissal of those who could not or would not perform required duties.
- Maintained the supplies by recorded and counting stock to ensure the customers could have what they wanted when they wanted it.
- Trained other employees on the proper customer service and proper techniques of the job.
- Provided effective and timely response to customer inquiries and issues.
- Inspected work sites to measure dimensions, layout work and estimate materials for each job.
- Ensured proper mailing address, and maintaining of the inkjet systems, which included cleaning and filling.

### Restaurant Host

**ABC Corporation** - April 2014 - March 2015

- Provide guests with estimated waiting time, always maintaining a professional, courteous attitude when confronted with hostile, impatient or irate guests.
- Seat guests based on guest preferences and balancing of customer flow in service stations.
- Create a safe environment that facilitates learning and is encouraging and engaging for children.
- Leading and engaging volunteers on a daily basis as well as special events.
- Responsible for daily set-up and clean-up of all materials used during the program.
- Monitor and evaluate, on an ongoing basis, programs, services, and activities to ensure the safety of members, quality of programs and utilization of resources.
- Provide regular updates on site challenges, opportunities and best practices.

## Education

General Education - (Gulfport High School - Gulfport, MS) Certification in Emergency Medicine - April 2015 (Lone Star College-North Harris - Houston, TX)