

# ROBERT SMITH

## Docent

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Senior-level global event manager with proven leadership skills in moving large and complicated conference projects forward to successful outcomes. Managed design and construction of ten trade show booths ranging in size from 10 x 10 to 0 x 100.

### **JUNE 2014 - AUGUST 2014**

#### **DOCENT - ABC CORPORATION**

- Answered customer telephone calls regarding question dealing with the museum.
- Kept a perfect attendance record for 3 months.
- Determined tourist needs by asking relevant questions and listening actively to the responses.
- Actively pursued personal learning and development opportunities.
- Handled all customer relations issues in a gracious manner and in accordance with company policies.
- Did a great job at making tourists feel welcomed and informed.
- Led tour groups ranging from 2-10 people large on tours lasting one hour.

### **2012 - 2014**

#### **DOCENT - DELTA CORPORATION**

- Tour Guide - Gothic Art.
- Guiding small group tours in English and Hungarian Accomplishments Gave many tourists insight on little known pieces of art in the collection.
- Led tour groups ranging from 2-10 people large on tours lasting one hour where I explained the historical and architectural significance of the .
- Also assisted in the preparation of historical presentations.
- Volunteer environmental education position.
- Am trained to lead tour groups in Stanfords 1,200-acre private biological preserve for educational or recreational purposes, and provide historical, .
- Provided guided tours to visitors.

## **EDUCATION**

Bachelor Of Arts In History Education - August 2012(University Of Northern Iowa - Cedar Falls, IA)

## **SKILLS**

Cash Handling, Checks Etc., Computer Literate, Fast Learner.