

Client Address  
Home: (XXX)XXX-XXXX  
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clientemail@emailhost.com

## Client Name

### Core Competencies

- Excellent Customer Service
- Excellent phone etiquette
- Microsoft Office
- Audience View (Ticketing System)
- Collaborative
- Organized
- Fast Learner
- Problem Solver
- Able to Improve, Flexible
- AED/CPR Certified

### Education

University  
B.A. Theater w/ History Minor

English University  
University Study in England Program

### Theater Experience

*Leaves of Glass* by Philip Ridley  
Playhouse Name  
Director, Producer

### Professional Profile

Theater Professional with over six years of customer service experience working in administration as well as the front of house of various venues as well as on the administrative side.

- Experienced in organizing events from preliminary scheduling and planning to execution.
- Demonstrated the ability to anticipate needs of patrons and attending ing to those needs before issues arise.
- Skilled in Multitasking, able to keep multiple things in the air at the same time.

**Comment [B1]:** Up to you whether you want to keep this suggested change, but I think this reads a bit more smoothly.

**Comment [B2]:** Changed for consistency with "anticipate"

### Professional Experience

Theater Institution-Location

Education Intern

Oct-October 2011-to Present

Assist the Education Department as needed including-by keeping previous and potential client lists current, and assisting teaching artists as the class needs, and preparing notes for meetings.

**Comment [B3]:** Deleted space for consistency with other entries

**Comment [B4]:** Changed for consistency with other entries (delete dash completely and use "to")

**Comment [B5]:** "including" requires some kind of lead-up like "by performing tasks including..." I think just using "by" sort of shrinks that up.

Theater Institution-Location

Floor Supervisor, Ticket Taker, and Usher

July 2010 to Present

Anticipate needs of patrons as problems arise. Supervise up to 15 ushers. Lead floor meetings, provide feedback, and direct work. Deliver excellent customer service in line with the institution's motto, "[motto]."

**Comment [B6]:** Added for consistency with "Box Officer and Lobby Meister"

Retail Company-Location

Guest Service Team Member, / Trainer

August 2010 to Present

Provide excellent customer service to guests in the front end of the store. Provide leadership at the check lanes as a back-up supervisor, and provide guest assistance as a service desk team member and pharmacy cashier.

**Comment [B7]:** Perhaps replace dash with slash to indicate dual position? Up to you.

**Comment [B8]:** Will likely be clearer as either one word (backup) or hyphenated (back-up)

**Comment [B9]:** This change clarifies that you are not providing leadership specifically for the check lanes when you are at the service desk or in the pharmacy. Something to this effect will break up the responsibilities so that the reader knows they are not all related to the check lanes.

### Volunteer Experience

Theater Festival (2011)

Box Officer and Lobby Meister (Gremlin Theater)

Assisted patrons in purchasing tickets, reconciling/reconciled the till at the end of the night, and assisting/assisted house manager as needed.

**Comment [B10]:** I backspaced a little here to make sure it was roughly the same gap width as there is between the previous two sections.

**Comment [B11]:** Changed for consistency in verb tense. Past tense is okay here, as this is not a current job.