

Tina Yvette Morris
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Hospitality/Event Services Associate

Skills and Accomplishments

Customer Service

- Assisted caterers with Food Preparation and display setup, served buffet and individuals, for up to 100 people and clean up/tear down for leading bay area art museum, film festival large charity special events.
- Recognized for Excellent Customer Service and Process Improvements.
- Resolved specific client issues with excellent communication skills, follow-up and consultation with Assoc. Convention Management Reps.
- Greeted and Directed attendees at major annual doctor's convention with 40,000 registrants for Opening Day events.
- Responsible for Registering and checking in event attendees.
- Led operation of Main Convention Info. Desk: Clarifying annual convention program changes for specialized professional activities for National Dental convention with 30,000 attendees.
- Monitored Sessions for annual national Computer Security Conference using scanners to admit 400 daily attendees to professional seminars, ushered, directed and answered conference questions. Coordinated with on-site Program Monitor for room setup.
- Performed Retail Sales and Cashiering duties: offered purchase options based on customers needs and interests, processed cash and credit payments up to \$800 daily with discounts, adjustments, and credit applications. Closed registers daily and prepared deposits. Restocked floor items for National Retail Department store.
- Assisted with sales of promotional items for major national premium drink industry publication semi-annual reception and seminars.
- Distributed Conference Materials based on system registration category at major hotel location for top U.S. Computer Convention.

Qualifications Excellent Communication, Interpersonal, and Problem resolution skills
Ability to Multi-task, Prioritize client and event needs and Organize well
Good Presentation skills and Attention to detail

Software: Microsoft Word, Excel, Access, QuickBooks, PayPal, ADP, Ceridian, Kronos

Accounts Payable and Receivable

- Responsible for issuing 350 bi-weekly enterprise web applications billings for licenses, maintenance, and training. Prepared intercompany and stock options adjusting entries for industry leader. Contributed to Sarbanes-Oxley documentation.
- Responsible for full cycle inventory invoices averaging 100 weekly, ensuring critical vendor payments during ramp up production for leading educational software company.

Education Bachelor of Science, Accounting