

# SHYLIA WILLIAMS

442 S. San Pedro St. Los Angeles, CA 90013  
(424) 293-9212 [sdotnetwork@gmail.com](mailto:sdotnetwork@gmail.com)

**Objective:** To incorporate my knowledge and experience in hospitality and 5+ years in guest relations with Larry's.

## **Work History:**

### **AEG Worldwide**

**Los Angeles, California 12/2015- Present**

#### *Guest Services*

Responsible for welcoming and engaging all guest and attendees to the Staples Center and Microsoft Theatre with a warm smile and ensuring the visit is positively memorable. Ensuring the safety of all employees, patrons, and guests. Ability to stand for long periods of time. Providing information, directions, and escorts to Staples Center and Microsoft Theatre. Assist and accommodate guests with disabilities. Retrieving lost and found property, and handling guests complaints in a timely and professional manner.

### **Star Agency**

**Amsterdam, the Netherlands 10/2011 –01/2016**

#### *Model/Brand Ambassador/ Correspondent*

Maintain high-end brand image through precise garment fitting, attendance of rigorous dress rehearsals and having an in-depth knowledge of brand history. Model the latest collections in runway shows and attend media covered events that require interviewing, socializing and being photographed for various media outlets. Work remotely scouting, on-boarding and training of 12-20 entry level models per month.

### **International Roadshow**

**Countrywide, the Netherlands 01/2013-06/2013**

#### *Manager/Lead Appraiser*

Managed and coordinated the logistics for countrywide pop-up shops. Lead a team of 6 street marketers ensuring marketing materials was distributed in relevant areas in a timely matter. Executed collector's appraisals and purchases ranging in value from \$1,000 to \$8,000 USD.

### **Barbeque Beach/Chesterfield**

**Miami Beach, Florida 07/2010- 09/2011**

#### *Bartender/Waiter*

Mixed and served cocktails and beverages, conversed up-sale to patrons, cash handling, upsell patrons, opening and closing procedures. Ensure return business by providing excellent customer service/client rapport. Managed inventory and stock, as well as, accounting duties.

### **BCBG/ Herve Leger Specialist**

**Miami Beach, Florida 11/2009- 11/2010**

#### *Salesperson/Stylist*

Responsibilities included inventory to merchandising. Organized and marketed storefront design and merchandise design. Worked alongside the Management Team to execute the schematics of the flagship store. Trained and assisted new hires with company policies and tips on selling, and how to open and close the store according to the rules and regulations. Arranged high-end client appointments on a weekly basis.

## **Extracurricular Activities:**

Full- Scholarship Athlete for Texas A&M University, Varsity Women's Track and Field

## **Education:**

Texas Agricultural & Mechanic University- College Station, Texas 1998-2002

B. S. Agricultural Leadership

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### Character References:

Maiisha Bonillo- Front Desk Manager  
Grand Beach Hotel  
9449 Collins Ave.  
Miami Beach, Florida 33154  
(305) 534-8666

Kara Nevins- Server  
The Edition Hotels  
2901 Collins Ave.  
Miami Beach, Florida 33140  
(786) 351-3868

Sarah Espinoza-Job Development Coordinator  
Downtown Women's Center  
333 S. Los Angeles St.  
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(213) 213-2810