

ZINNIA GAINES

3149 Kamille Court San Francisco, California, 94110 4156807294

WORK EXPERIENCE

Asian Art Museum, San Francisco, California

Visitor Service Trainee, May 2009 – Feb 2010

- Greet patrons attending entertainment events.
- Maintain order and ensure adherence to safety rules.
- Provide assistance with patrons' special needs, such as helping those with wheelchairs.
- Direct patrons to restrooms, concession stands and telephones.
- Search for lost articles or for parents of lost children.
- Work with others to change advertising displays.
- Manage informational kiosks or displays of event signs or posters.

SF Clubs, San Francisco, California

Staff Support, Jul 2008 – Feb 2009

- Sell and collect admission tickets and passes from patrons at entertainment events.
- Refuse admittance to undesirable persons or persons without tickets or passes.
- Kept records of entries and handled blind cash drops at the end of every shift

FasTrak, Concord, California

Account Support Representative, Apr 1998 – Dec 1999

- Confer with customers by telephone or in person to provide information about products or services, take or enter orders, cancel accounts, or obtain details of complaints.
- Check to ensure that appropriate changes were made to resolve customers' problems.
- Determine charges for services requested, collect deposits or payments, or arrange for billing.
- Solicit sales of new or additional services or products.

EDUCATION

Western Career College, Walnut Creek, California

Completed coursework towards Webpage Design, Sep 1998

ADDITIONAL SKILLS