

# Joshua Provo

Dallas, TX

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Authorized to work in the US for any employer

## Work Experience

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### **Concierge+**

Galleria Dallas - Dallas, TX

July 2019 to January 2020

- Assisting guest with a variety of services ranging from bell cart runs, transportation arrangements, golf tee times, and dinner reservations.
- responding swiftly to phone calls, texts , and emails via Alice software.

### **Fine Dining Server**

The Little Village - Baton Rouge, LA

November 2017 to June 2019

- \* Extensive comprehension of menu items including unique knowledge wine and pairings
- \* Inform customers of daily specials and provide insight on inquiries regarding different menu items
- \* Responsible for closing weekday lunch shifts by ensuring all closing duties are completed to standard

### **Show Host and Organizer**

Barcadia - Baton Rouge, LA

2018 to December 2018

- \* Created and organized weekly open mic comedy show featuring an average of 18 comedians per week
- \* Marketed show and engaged local community via popular social media such as Instagram, Facebook
- \* Gained knowledge of sound equipment, set up, dismantling; and responsible for show set up
- \* Managed schedule of show each week including timing of comedians, intermissions, set up & clean up

### **Prepared Foods Team Member**

Whole Foods Market - Baton Rouge, LA

October 2017 to September 2018

#### Prepared Foods Team Member

- \* Served as a prepared foods team member in the kitchen, preparing and presenting fresh foods daily
- \* Received thorough barista training and applied skills gained to serve as a barista in the coffee bar, in addition to preparing fresh smoothies & juices

### **Cycle Clerk / Camp Director**

Brec Perkins Road Skatepark - Baton Rouge, LA

May 2013 to September 2017

- \* Promoted to Skate Camp Director after serving as a Camp Counselor multiple years, responsible for managing and educating 30 new children each week for the entirety of Summer vacation
- \* Organized and managed skateboard competitions, including marketing, sound set up, time management, waivers, sponsor station set up, and hosting/MCing the competition
- \* Daily manual labor including performing maintenance on bicycles and BMX track, as well as lifting, moving, and storing various equipment.

### **Sales Associate**

Urban Nine Skate Shop - Baton Rouge, LA

June 2014 to August 2015

Retained knowledge of a constant rotation of new products, relayed information about new products to customers based on their interests or needs, used detailed knowledge to upsell merchandise

\* Provided unmatched customer service, fostered relationships with customers to develop a solid foundation of repeat customers and form a community of skaters/customers

\* Daily merchandising including arranging of shelves, racks, board displays, marketing displays, and sales

advertisements; in addition to bookkeeping popularity of products and products likely to be recorded

## Education

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### **High School Diploma**

Woodlawn High School - Baton Rouge, LA

May 2013

## Skills

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- BOOKKEEPING
- CUSTOMER SERVICE
- MULTITASKING
- MICROSOFT OFFICE
- PROBLEM SOLVING