

Devin Hand

Los Angeles, CA 90025

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Professional Summary

Energetic customer-service professional seeking a full-time position with a company that I can grow and develop with.

Work Experience

Pool Host

Beverly Wilshire, A Four Seasons Hotel-Los Angeles, CA

June 2022 to Present

- Greet guests and assist with finding chairs
- Anticipate guests needs and stay accessible for any requests/assistance
- Keep facilities clean and organized
- Ensure all company policies and procedures are followed
- Be a mediator/problem solver when/if a guest has an issue

Front Desk / Assistant Manager

Drybar-Los Angeles, CA

June 2021 to Present

- Lead client experience from check-in to check-out
- Supervise shift operations
- Train new front desk employees
- Supervise shop staff, delegate tasks, ensure all company procedures and policies are followed

Key Holder/Assistant Manager

Bath & Body Works-Las Vegas, NV

September 2015 to February 2017

- Supported delivering sales plan
- Execution of store and operational tasks while leading/modeling selling and customer service standards
- Built lasting business relationships with return customers using product knowledge, customer service excellence, and conversion
- Executed visual standards and maintained store appearance
- Assisted with floor sets, window changes, visual presentations, signage placement, etc. as directed

Key Holder/Assistant Manager

Bath & Body Works-Billings, MT

November 2013 to September 2015

Barista

Starbucks-Las Vegas, NV

August 2009 to January 2012

- Kept store clean and sanitary
- Made drinks/prepared food items
- Engaged with customers and provided memorable experiences
- Built loyal customer base with legendary customer service

Education

High school diploma

Cimarron Memorial High School - Las Vegas, NV

August 2006 to June 2010

Skills

- Customer service skills (10+ years)
- Assistant Manager Experience
- Supervising Experience
- Presentation Skills
- Merchandising
- Sales Support
- Sales
- POS
- Guest relations
- Hotel experience
- OPERA
- Customer service
- Hospitality
- Guest services
- Front desk
- Computer skills
- Organizational skills
- English
- Analysis skills
- Retail sales
- Communication skills
- Phone etiquette
- Conflict management
- Training & development
- Canva

- Supervising experience
- Sales management
- Retail management
- Management
- Accounting
- Product demos
- Cash register
- Marketing
- Leadership
- Cash handling
- Typing
- Google Docs
- Cashiering
- Working with people with disabilities
- Microsoft Powerpoint
- Microsoft Word
- Microsoft Excel
- Inventory control
- Inventory management
- Time management
- Operating systems
- Microsoft Office
- Administrative experience
- Windows
- Quick service & fast food restaurant
- Restaurant experience
- Mechanical knowledge
- Microsoft Outlook
- Customer relationship management
- Upselling
- Janitorial experience
- Barista experience
- Grocery store
- Editing
- Computer literacy
- Micros POS
- Food handling
- Food safety
- Food service
- Host/hostess experience

- Team management