

# Stephanie Randall

Costa Mesa, CA

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## Professional Summary

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Available for and actively seeking overnight, weekend, Holiday work.

Authorized to work in the US for any employer

## Work Experience

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### Researcher

Prolific-Costa Mesa, CA

April 2020 to Present

I take paid surveys on different topics that are posted on the prolific board daily.

### Freelance Contributor

Clickworker-CA

January 2019 to Present

As a Click worker contributor, I get paid for my correct and completed task contributions. These tasks are usually done at a first come first serve basis. They can be anything from recording a single word, or statement with your phone recorder, to evaluating search results on a googled term.

### Data Collector

Neevo-Orange County, CA

September 2019 to June 2022

To understand the world, AI models rely on humans to interpret and teach the models what's what. I'm one of those humans.

As a Neevo contributor, my work helps top tech companies launch new products, fight algorithmic bias and launch/fine-tune some of the most widely-used technologies in the world.

I may be asked to provide data that ensures voice assistants can distinguish "call Tom" from "call Mom". This could be done through "transcription", or a process known as "dialogue collection"(short, pre-scripted phone calls with other Neevo contributor's about various topics) or even through translation tasks. These are just a few examples of the tasks I perform.

### Security/Event Staff

GLOBAL ELITE SECURITY-Corona, CA

November 2011 to October 2019

An event staffing company, responsible for staffing major and private events, throughout California and surrounding areas. Positions I've worked include, but are not limited to...

- cashier
- Business / Residential building patrol guard (overnight)
- security guard
- ticket taker

- loss prevention
- undercover concert security
- barricade security for concerts
- celebrity escort
- customer service
- telephone customer support
- parking attendant
- high School football security
- high school dance security
- general inquiry

Please contact supervisor Cyndi Colten for reference (714)335-6510

### **Sales Associate/Customer Service**

Aquarium of the Pacific for ColorVision pictures-Long Beach, CA

August 2013 to August 2019

I was responsible for greeting, and photographing, patrons as they entered the venue. As well as the sales of said photos to the patrons as they exited. As well as any and all customer service questions or services.

I was also responsible for similar tasks at our secondary location, out at the docks, taking pictures of the whale watching patrons as they boarded the boat. These photos were printed, and displayed promptly in time for the vessels return to dock, so as patrons would see their photograph upon exit, often promoting a purchase.

### **Usher/Ticket Taker**

Gibson Amphitheatre-Universal City, CA

December 2004 to September 2013

A concert venue and music staple in Los Angeles CA, I worked in ticket taking, ushering, general guest relations, backstage VIP attendant, as well as various other departments. My time there was fulfilling, cherished, and I was very sad to see the building be torn down in late September of 2013.

### **Merchandiser/Sales**

Gibson Amphitheatre-Universal City, CA

December 2002 to September 2013

T-shirt, and merchandise vendor for musical artists, comedian's even political speakers, at a 6000 seat concert/event venue. I did this for over a decade, without the aid of a cash register. Sometimes dealing with tens of thousands of dollars in cash. As stand lead, I often was responsible for organizing, counting, tallying, and matching totals up to our returns for a final gross. These were usually 10-15 hours work days, often having to return to work after only 2 hours of sleep, to start the whole process over again.

Despite this, I consider it to be the most rewarding job experience I've had, and would still be working there if the building hadn't been torn down to make way for more "Theme park" attractions.

### **Sales Associate**

ColorVision Pictures at Universal Studios-Universal City, CA

June 2005 to August 2013

I was responsible for the taking, editing, sales, and distribution of family photos at Universal Studios Hollywood, Ca. As well as The Aquarium of the Pacific in Long Beach, Ca

## **Education**

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### **High school diploma**

North Hollywood Senior High School - North Hollywood, CA

September 1999 to June 2002

## Skills

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- Inside sales (10+ years)
- Cashiering (10+ years)
- Cash Handling (10+ years)
- Customer Service (10+ years)
- Phone etiquette (5 years)
- Customer service
- Organizational Skills (10+ years)
- Customer support
- Customer retention
- AI (2 years)
- Data Collection (3 years)
- Transcription (1 year)
- Windows
- Microsoft Windows Server
- Operating Systems
- Market research
- English
- Cash management (10+ years)
- Communication skills (10+ years)
- Theater
- Gardening (5 years)
- Animal handling (4 years)
- Dog handling (4 years)
- Pet care (5 years)
- Pet sitting (5 years)
- Help desk (5 years)
- Security (10+ years)
- Guest services (10+ years)
- Guest relations (10+ years)
- Retail sales (10+ years)
- Personal assistant experience (5 years)
- Telecommunication (5 years)
- Animal Care (10+ years)
- Medical terminology
- Sales
- Kennel Experience

- Java
- Computer literacy
- Computer skills
- Call center management
- Recruiting
- Research
- Data analysis skills
- First aid (5 years)
- Live chat (2 years)
- Loss prevention (8 years)
- Customer retention (5 years)
- Events management (6 years)
- English
- Communication skills
- Microsoft Windows Server
- Data analysis skills
- Help desk
- Data collection
- Research
- AI
- Guest relations
- Operating systems
- Windows
- iOS
- Social media management
- Customer service
- Data entry
- Cold calling
- Cash handling
- Recruiting
- Android

## Languages

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- English - Expert

## Additional Information

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I'm hardworking, a quick learner, people savvy, and can adapt easily. I can talk to anyone, about anything, and enjoy doing it. I'm well read, with a extensive vocabulary. I've been told I have a

knowledgeable demeanor. I'm able to defuse a tense situation quickly, while providing a sympathetic, understanding ear.

I have very strong phone skills, with the ability to make cold calls, and succeed in practice.

My phone skills carryover to incoming calls of inquiry, and customer support.