

lillian davis

Hospitality Supervisor/ Team Lead / brand ambassador/ security guard/ customer service specialist

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Brand ambassador/ guest relations with tons of event/trade show/convention experience great peoples person very customer driven quick learner

Willing to relocate to: Chicago, IL

Authorized to work in the US for any employer

Work Experience

Event Security

Valle services - Chicago, IL

August 2021 to Present

Ensuring all aspects of events security— checking partons entering events searching property for contraband and anything harmful scanning tickets backstage support for artist and fans vip checkin as well as gate entry monitoring before and after events ensuring attendees are leaving with alcohol beverages as well and any customer service duties needed

Supervisor

Legends Hospitality - Chicago, IL

June 2021 to Present

Supervision over concessions and Employees ensuring all employees are at stands ready to work ensuring all stands are clean and stocked prior to events as well as ensuring all pos are active and working prior to events entailing all safety requirements are being met as advised by companies policy as well overseeing all stand employees throughout the day as well as all other duties entailed to my position

Security Officer

Andy Frain Services - Chicago, IL

October 2017 to Present

Making sure patrons are seated in the correct seats during event checking tickets running elevator for special needs parton's ensuring safety of fans staff checking partons entering events as well all customer service duties as needed basic security guard functions at events

Brand Ambassador/Team Lead

Victory Marketing - Chicago, IL

June 2017 to Present

Conventions tradeshow and brand activations for,northshore healthcare promoting brand awareness through varies community events throughout the city as well as conventions, tradeshow for top companies salesforce, google,George. P.johnson, etc

Sure staff

Staffing - Chicago, IL
May 2016 to Present

Staffing for Chicago stadiums and events when need clean up after the events to ensure running of the events the following day

Brand Ambassador/ team lead (hospitality)

Shiftgig - Chicago, IL
June 2016 to July 2021

representing major brands at conventions, trade shows, private event duties varies from event cash handling, order entry, event registration, badge making and processing, guest relations, line monitoring as well as guest relations, customer service duties special support for sponsors during events setting and monitoring small meeting sessions during conventions as well as exhibitor registration ensuring all creditable badges and spaces are assigned before conventions , pos, iPad, tablets, cash register cash handling at stadiums basset certification, food handlers certification, bartender certificate

Action figure

Staffing - Chicago, IL
February 2016 to November 2018

Event registration and help desk duties ensuring participants are registered for they events special support duties running mics as well as speaker helper preparing rooms between sessions checking sound is working before each session and scanning attendees into sessions

Recruiter

Field Works - Chicago, IL
January 2015 to February 2016

Responsibilities

Recruiting people for focus group for clients through a screening process and entering there response into a database to see if there a match for a study

Accomplishments

Getting back in the work field and learning something new

Skills Used

Etiquette customer service client screening light data entry and recruiting calling potential clients through database for screening for possible project match-up greeting and screening guess onsite answering incoming calls preparing rooms for respondents to studied all customer duties as needed

cashier

pinky's mini mart - Chicago, IL
May 2012 to November 2013

Responsibilities

Handling cash register duties as needed

Accomplishments

Learned to handle a cash register also a lottery machine and how to run a small business

Skills Used

Customer service , cash handling, light book keeping

interviewer

analytical group - Chicago, IL

April 2011 to February 2012

Responsibilities

Calling consumers about different products or services they may have used and computing their response in the pc

Accomplishments

gain good customer service skills

Skills Used

customer service and data entry also typing

Education

Diploma in English

Senn high school - Chicago, IL

1987 to 1990

Skills

- Typing (10+ years)
- Cash handling (5 years)
- Greeter (3 years)
- Customer Service (8 years)
- Receptionist (4 years)
- Basset certification (Less than 1 year)
- Recruiting (1 year)
- Brand ambassador (3 years)
- Windows 8
- Call Center (7 years)
- Street team (2 years)
- Event registration (4 years)
- Usher / ticket taker (2 years)
- Customer Relations (1 year)
- Guest relations (2 years)
- Basic Computer Skills (10+ years)
- Hospitality (3 years)
- Promotional
- Demo

- Outgoing
- Team Leader (2 years)
- Computer Literacy
- Excel
- Microsoft Word
- Microsoft Powerpoint
- Microsoft Office
- Microsoft Outlook
- Guest Services
- Hospitality Experience
- POS
- Salesforce
- Call Center (5 years)
- Medical Terminology
- English
- Zendesk
- Restaurant experience
- Data Entry
- Order entry
- Host/hostess experience
- Customer support
- Upselling
- Office experience
- Leadership
- Security
- Mac OS
- Event planning
- Heavy lifting
- Analysis skills
- Google Docs
- Hotel experience
- Multi-line phone systems
- Filing
- Clerical experience
- Technical support
- Merchandising
- Desktop Support

Certifications and Licenses

Bartender

August 2016 to Present

Bartender certification

ServSafe

Bartender License

Food Handler Certification

PERC Card

May 2022 to May 2024

Assessments

Customer Service Skills — Completed

January 2019

Measures a candidate's skill in evaluating approaches to customer service & satisfaction.

Full results: [Completed](#)

Marketing Skills — Familiar

January 2019

Measures a candidate's ability to understand your target audience and how to best communicate with them.

Full results: [Familiar](#)

Social Media Skills — Completed

January 2019

Measures a candidate's ability to create content, communicate online, and build a brand's reputation.

Full results: [Completed](#)

Data Entry Skills — Highly Proficient

January 2019

Measures a candidate's ability to accurately input data and effectively manage databases.

Full results: [Highly Proficient](#)

Accounting Skills: Bookkeeping — Familiar

January 2019

Measures a candidate's ability to calculate and determine the accuracy of financial data.

Full results: [Familiar](#)

Basic Spreadsheet Proficiency with Microsoft Excel — Completed

January 2019

Measures a candidate's knowledge of basic Microsoft Excel techniques, including sorting, formatting, and filtering of columns or rows.

Full results: [Completed](#)

Basic Computer Skills — Highly Proficient

January 2019

Measures a candidate's ability to perform basic computer operations, navigate a Windows OS, and troubleshoot common computer problems.

Full results: [Highly Proficient](#)

Human Resources Skills: Compensation and Benefits — Completed

January 2019

Measures a candidate's knowledge of compensation and benefits programs.

Full results: [Completed](#)

Electronic Medical Records Knowledge — Completed

January 2019

Measures a candidate's knowledge of EMR data and associated privacy regulations, as well as best practices for EMR use.

Full results: [Completed](#)

Management & Leadership Skills: Impact & Influence — Proficient

January 2019

Measures a candidate's ability to adapt their leadership style to accomplish goals using rational or emotional appeal.

Full results: [Proficient](#)

Customer Focus & Orientation — Highly Proficient

October 2019

Responding to customer situations with sensitivity.

Full results: [Highly Proficient](#)

Medical Terminology — Completed

January 2019

Measures a candidate's ability to understand and appropriately use medical terminology.

Full results: [Completed](#)

Reliability — Proficient

April 2019

Measures a candidate's tendency to be dependable and come to work.

Full results: [Proficient](#)

Sales Skills: Influence & Negotiation — Familiar

July 2019

Using influence and negotiation techniques to engage with and persuade customers.

Full results: [Familiar](#)

Attention to Detail — Completed

August 2019

Identifying differences in materials, following instructions, and detecting details among distracting information.

Full results: [Completed](#)

Reliability — Proficient

August 2019

Tendency to be dependable and come to work

Full results: [Proficient](#)

Teamwork: Interpersonal Skills — Proficient

October 2019

Resolving disputes, solving team problems, and understanding nonverbal cues.

Full results: [Proficient](#)

Social Media — Familiar

February 2020

Creating content, communicating online, and building a brand's reputation.

Full results: [Familiar](#)

Brand Ambassador — Proficient

March 2020

Promoting brand awareness and sales.

Full results: [Proficient](#)

Call Center Customer Service — Proficient

April 2020

Applying customer service skills in a call center setting.

Full results: [Proficient](#)

Work Style: Conscientiousness — Proficient

August 2020

Tendency to be well-organized, rule-abiding, and hard-working

Full results: [Proficient](#)

Data Entry: Accuracy — Highly Proficient

August 2020

Entering data quickly and accurately

Full results: [Highly Proficient](#)

Retail Customer Service — Familiar

August 2020

Comprehending and responding to retail customer needs.

Full results: [Familiar](#)

Customer Service — Completed

August 2020

Identifying and resolving common customer issues

Full results: [Completed](#)

Customer Focus & Orientation — Proficient

August 2020

Responding to customer situations with sensitivity

Full results: [Proficient](#)

Work Style: Conscientiousness — Expert

August 2020

Measures a candidate's tendency to be rule-abiding, well-organized, hard-working, confident, and think before acting.

Full results: [Expert](#)

Customer focus & orientation — Familiar

May 2021

Responding to customer situations with sensitivity

Full results: [Familiar](#)

Work style: Reliability — Proficient

June 2021

Tendency to be reliable, dependable, and act with integrity at work

Full results: [Proficient](#)

Customer service fit — Familiar

April 2021

Measures the traits that are important for success for customer service roles

Full results: [Familiar](#)

Sales skills — Proficient

December 2020

Influencing and negotiating with customers

Full results: [Proficient](#)

Call center customer service — Proficient

April 2020

Applying customer service skills in a call center setting.

Full results: [Proficient](#)

Work style: Professionalism — Proficient

June 2021

Tendency to be accountable, professional, open to feedback, and act with integrity at work

Full results: [Proficient](#)

Brand ambassador — Highly Proficient

April 2021

Promoting brand awareness and sales

Full results: [Highly Proficient](#)

Supervisory skills: Motivating & assessing employees — Proficient

July 2021

Motivating others to achieve objectives and identifying improvements or corrective actions
Full results: [Proficient](#)

Bartending — Familiar

July 2021

Understanding, pouring, and mixing drink orders

Full results: [Familiar](#)

Front desk agent (hotel) — Proficient

September 2020

Selecting hotel rooms based on verbal requests and identifying errors in hotel data

Full results: [Proficient](#)

Basic computer skills — Highly Proficient

April 2021

Performing basic computer operations and troubleshooting common problems

Full results: [Highly Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.