




Elliott Porter

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 Nevada, United States 89523

CAREER OBJECTIVE

Motivated professional with experience in customer service and hospitality. Adept at dealing with customer inquiries, resolving problems, and managing reservations and payments. Possesses excellent communication and organizational skills, with a commitment to providing exceptional customer service.

EXPERIENCE

RESORT SNOW REMOVER, California, United States

Northstar California Resort, January 2023–March 2023

- Performed highly physical and demanding work outdoors in various weather conditions.
- Reported incidents involving snow plow equipment to supervisor for remediation assistance.
- Shoveled snow and placed ice melt or rock salt on walkways to keep common areas clear.
- Consistently met deadlines for completing assigned routes.
- Participated in training sessions related to proper usage of tools and equipment associated with snow removal operations.
- Followed all safety procedures when operating vehicles and equipment.

OUTFITTER, Nevada, United States

Cabella's, October 2022–January 2023

- Assisted in the sale of hunting, outdoor, and other recreational products.
- Passed ATF/FBI approved background check to work in an environment that sold firearms and ammunition.
- Partook in the sale of store credit cards.
- Gained experience and knowledge of outdoor products particularly outdoor/sports clothing for colder environments.
- Assisted in winter marketing events (Christmas displays, promotional signage etc.).
- Demonstrated excellent communication skills while interacting with customers and colleagues alike.
- Gained experience in warehouse/packing facilities.
- Ensured compliance with local regulations related to sale of firearms.
- Utilized superior problem-solving skills to resolve customer complaints in a timely manner.
- Assisted customers in selecting the most suitable outdoor gear based on their individual needs and preferences.

CASINO EVENTS ASSISTANT, Nevada, United States

Sand's Casino, June 2022–October 2022

- Actively monitored event progress(s) to maintain quality standards and troubleshoot any issues that arose.
- Collaborated closely with a creative team in applying attractive visuals for use at events.
- Utilized effective communication skills to liaise with vendors, contractors, and stakeholders.
- Utilized problem solving techniques when dealing with unexpected situations encountered during an event.

- Coordinated timelines and delegated tasks among volunteers, staff members, and other personnel involved in events.
- Developed relationships with key partners in order to secure discounts or sponsorships for upcoming events.
- Monitored inventory levels of supplies needed for events such as decorations, signage.
- Assisted guests in navigating the casino floor by providing directions or recommendations on games or restaurants.
- Developed strong relationships with guests, understanding their individual needs and preferences to deliver a personalized experience.

EDUCATION

BACHELOR OF ARTS (B.A.) IN INTERNATIONAL RELATIONS CANDIDATE, Reno, NV, US

University of Nevada-Reno, Expected graduation May 2027

HIGH SCHOOL DIPLOMA, Reno, Nevada

Robert McQueen High School, June 2023

SKILLS

Persuasive Selling

Upselling Strategies

POS Systems

Credit And Cash Transactions

Hospitality And Accommodation

Complex Problem-Solving

Vendor Interaction

Safety Procedures

CERTIFICATIONS

- International Drivers Licence