

PORSCHA TROUTMAN

OBJECTIVE:

To obtain a position

EDUCATION:

The Art Institute of Atlanta, Atlanta, GA
Associate of Arts in Video Production

April 2011 - Present

SKILLS & QUALIFICATIONS:

Software:

- Microsoft Word
- Microsoft Excel
- Microsoft PowerPoint
- Final Cut Pro
- PC/Mac

Additional Qualifications:

- Video Editing
- Videographer
- Management Skills
- Scriptwriting
- Ability to Train
- Ability to Multi-Task
- Efficient & Timely
- Reliable

WORK EXPERIENCE:

Latitude Food and Drink, Atlanta, GA

10/2011- 03/2012

Maitre D/ Lead Hostess

- Educated the guest by providing information on the facilities available and the services able to be booked.
- Gathered information on a wide range of pamphlets and brochures available for guests such as upcoming events maps and travel information.
- Assisted management with training new team members

The Grape, Atlanta, GA

01/2011- 10/2011

Server

- Educated our guest on our extensive wine collection and our savory menu
- Helped management create innovative ideas on how to generate clientele
- Gave guest a wonderful dining experience ensuring their return and referrals
- Helped with organizing store buyouts and events

Seasons 52, Atlanta, GA

2/2008-12/2011

Maitre D /Lead Hostess

- Established a hospitable and casual atmosphere for our clientele
- Maintained the customer profile data base, sending out emails and special offers
- Assisted guest and helped to resolve recovery issues under authority of management

Starbucks Coffee Co, Atlanta, GA

6/2003-4/2008

Shift Manager

- Contributed toward store profitability by seeking opportunities to increase sales, manage inventory and cost of goods control and labor costs.
- Trains and develops partners to demonstrate all Starbucks customer service standards, operating standards and Star Skills
- Determined daily and weekly staffing requirements, recruits, conducted interviews, made hiring and termination decisions
- Resolved partner complaints and concerns, provided ongoing performance feedback, and conducted formal performance reviews