

# LILLIAN DAVIS

Event specialist/ brand ambassador/ convention specialist

Chicago, IL 60620

lilliandavis18@gmail.com

3122417722

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

Willing to relocate: Anywhere

Authorized to work in the US for any employer



## WORK EXPERIENCE

### Usher/Ticket Taker

**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 clients as well and over all customer service as needed

### 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

### Brand Ambassador/Sales Representative

**Shiftgig** - Chicago, IL

June 2016 to Present

Misrepresenting major brands at conventions, trade shows, private event duties varies from event cash handling, oder entry, event registration, badge making and processing, guest relations, line monitoring as well as guest relations, customer service duties, pos, iPad, tablets, cash register cash handling at stadiums basset certification, food handlers certification, bartender certificate

### 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

### Action figure

**Staffing** - Chicago, IL

February 2016 to November 2018

Convention staffing for McCormick place job title varies / customer service duties as needed during events light security duties and helping attendee during events to ensure a great customer service to they client and a smooth event in a professional demeanour

### **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 my have used and computing there 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



## 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 ambassdor (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



## 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](#)

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