

# Sydney Houston

## **Diverse, Experienced, and Intelligent Woman looking for growth opportunities**

Los Angeles, CA 90247

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+1 323 594 0267

Customer Service and Hospitality personnel with retail and sales experience looking to grow with a great company!

Authorized to work in the US for any employer

## Work Experience

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### **Front of House Lead / Shift Supervisor**

Lemonade - Los Angeles, CA

April 2019 to Present

- Serve customers fresh food with a smile
- Handle in store and third party app sales via POS system
- Communicated with home corporate office to stay in alignment with weekly goals and reach them
- Step in for other roles when short of staff such as cooking, cleaning, and even management
- Assemble and deliver catering orders for large parties
- Train new employees
- Open and Close Restaurant

### **Reservation Manager**

U-Haul - Gardena, CA

May 2021 to October 2021

- Answered 30-50 incoming phone calls per day and directed call based on customer needs
- Made outbound calls to follow up with customer reservations
- Set appointments for reservations
- Updated Customer database upon receiving new customer files

### **Sales Associate**

Nordstrom - Los Angeles, CA

July 2019 to November 2019

- Opened Conversations with shoppers which lead to high sales and farmed leads from those sales
- Provided assistance and guidance to shoppers
- Assisted high profile shoppers with creating outfits
- Answered product and service related questions

### **Campaign Associate**

Fullerton County State Assembly - Fullerton, CA

September 2018 to December 2018

- Established and maintained interpersonal relationships with county voters over the phone in Spanish and English
- Collected data from Fullerton county voters for estimated campaign statistics

- Provided information about the candidate's stance on issues in Fullerton County
- Informed voters on their local polling locations
- Shared district propositions that would be on voter ballots

### **Event Planner**

Party Galaxy - Norman, OK

March 2017 to September 2017

- Planned local community, scholastic, and private events.
- Team collaboration to make sure the event was on budget, on brand, and executed rhythmically
- Assisted with the overseeing of catering, security, and decor
- Assisted in scouting locations for an event
- Worked a flexible schedule to balance work/college life

### **Production and Studio Intern**

Garment District of New York City - New York, NY

September 2015 to December 2015

New York

- Sourced fabric and trims from the Garment District of New York City
- Communicated with local factories for quality assurance control
- Maintained studio and fashion closet
- Managed online inventory and orders for the Rochambeau website using Shopify software
- Displayed exemplary customer service in all aspects of the company
- Assisted in producing PR packages for clients
- Assisted in production for NYFW FW17 and FW18 show
- Backstage assistant: model dresser
- Assisted in post production organization

## Education

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### **Bachelor of Arts in Spanish**

University of Oklahoma - Norman, OK

September 2016 to May 2018

### **Minor in Business Administration**

University of Oklahoma - Norman, OK

September 2016 to May 2018

### **Bachelor of Arts in Business Administration**

Seton Hall University - South Orange, NJ

June 2013 to December 2015

## Skills

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- PC and Mac operating systems (10+ years)
- Adobe Illustrator (5 years)
- Photoshop (10+ years)

- JDA Enterprise Planning (5 years)
- WebPDM (5 years)
- Computer Aided Design (5 years)
- Microsoft Office (10+ years)
- Front Desk
- Hostess
- Busser
- Spanish
- English
- Customer Service
- Branding
- Google Suite (5 years)
- Marketing
- Microsoft Excel
- Sales
- Microsoft Powerpoint

## Languages

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- English - Expert
- Spanish - Fluent

## Certifications and Licenses

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### **Food Handler**

April 2019 to April 2022