Bryan Murphy

Antioch, CA, 94509

(925) 522-6150 bryan.murphy300@gmail.com

**EDUCATION:**

Diablo Valley College, Pleasant Hill Current

Associate of Science, Computer Network Technology

University of Nevada, Las Vegas May 2019

Bachelor of Science, Hospitality Management

Los Medanos College, Pittsburg June 2014

Associate of Arts and Humanities

**SKILLS:**

* Microsoft Office Suite: Excel, Word, PowerPoint
* Ticketmaster’s Archtics and Host
* VMware proficient
* Supervision and scheduling
* Forklift Certified: National Forklift Foundation
* CATV certified

**EXPERIENCE:**

**Bevmologist**

Beverages & More Inc, Antioch, CA 10/2021 – Current

* Stocks and faces products.
* Interacts with customers with extensive knowledge of products.
* Fulfills online orders for 3rd party couriers.
* Cash Handling over POS terminal.
* Utilizes Workforce Dimensions and Zipline for communication.

**Residential Installer**

End 2 End Technologies, North Las Vegas, NV 04/2021 – 07/2021

* Installed DVR, modem and Digital phone services to Cox customers.
* Troubleshooting cable systems from tap, demarcation and CPE.
* Efficiently communicating with customers while in the field.
* Maintained a company can with both person and provided equipment.
* Utilized mobile apps for job routine and dispatch communication.

**Shift Lead** 07/2020 - 02/2021

ABM Industries (LAS1), Las Vegas, NV

* Supervised both swing and night shifts: 10 – 20 employees per shift.
* Operates heavy machinery: Trash compactor, recycle auger, pallet-jack.
* Operates forklift inside warehouse.
* Responsible for answering radio calls.
* Reports post-shift janitorial audits and attendance.
* Cleans, sanitizes and trains new staff.

**Box Office Lead**  01/2018 - 12/2018 and 09/2019 - 03/2020

Caesars Entertainment, Las Vegas, NV

* Supervises Box Office employees at multiple properties: 2 – 5 employees per shift.
* Reported data entry via Microsoft Office applications and ticketing software.
* Manages seating inventory with ticketing software.
* Administrative problem-solving skills and guest recovery to manage customer disputes.
* Built and maintained contractual addendums for a variety of channel partners.
* Utilized Archtics, TM Host, and DocuSign software to complete tasks.
* Communicated via email, phone, and instant messengers.
* Coordinated with production teams and channel partners to build and update events.

**Food & Beverage Intern** 01/2019 - 05/2019

Monarch Beach Resort, Dana Point, CA

* Primarily staffed as Food Runner at Aveo Table & Bar.
* Delivered menu items customers with complete knowledge of all menu items.
* Set up and dismantle dining room for banquets.
* Observed Culinary Administration, Rooms Division and Catering during internship.
* Organized and distributed banquet event orders and restaurant event orders.

**Ticket Seller** 09/2015 - 01/2018

Caesars Entertainment, Las Vegas, NV

* Sold, and up-sold for various shows and attractions.
* Processed third-party vouchers and coupons for shows and attractions.
* Maintained and audited a $500.00 cash bank.
* Served customers with exemplary customer service at all times.
* Communicated with multiple departments for receiving and giving information.

**Barista** 11/2012 - 06/2013

Starbucks, Antioch, CA

* Handled cash and credit transitions via cash register: $2-50 per transaction.
* Prepared and served food and beverages to customers.
* Customized drinks for customers in addition to the food items.
* Closed and secured store by cleaning and preparing for next shift.