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| **Robert L Houston** | | |
| **7151 s Durango, Las Vegas NV 89113** | | |
| **(702)449-9319** | | |
| **MrrobertsWorld@gmail.com** | | |
| **UPSCALE RETAIL SALES** | | |
| **Overview** | More than Ten years working for and managing fashionable boutiques and retail establishments on Las Vegas’ prestigious Las Vegas boulevard. Recognized for delivering unparalleled customer service. A verifiable track record of success backed by impeccable references. Areas of expertise include: | |
| * Answered telephones in a professional and polite manner. Taking telephone message accurately, completely and promptly * Exceptional Customer Service * Merchandising and Display * Employee Management * Excellent Time  Management * The ability to adhere to company policy and procedures and act as a positive role model to others. Ability to drive sales through excellent customer service. * The ability to train, develop, and coach a productive sales team. | * New Product Introduction * Record Keeping * Problem Solving * Computer/POS Scanning Use * The ability to appropriately arrange and conformed recreational, dining, and or business activities for both inside and outside of property * Excellent communication skills both verbal and written. * Dependable with the necessary skills to balance sales and operational duties. Computer/POS Scanning Use |
| **Employment** | *Studio 39   -Luxor*  Las Vegas, NV                                                                      *2002-2002*  **FIRST DIRECTOR/SALES ASSOCIATE**  *Bernini     -MGM*  Las Vegas, NV                         *2002-2006*  **Assistant STORE MANAGER/SALES REPRESENTATIVE**  Dillard’s   - Fashion Show Mall  Las Vegas, NV                                               *2006-2006*  **SALES REPRESENTATIVE**  *Grandview Marketing*,   Las Vegas NV                                                                *2007-2008*  **ON PREMISE CONCIERGE (OPC)**  *Bernini Platinum,  -Caesars Hotel and Casino* Las Vegas, NV                       *2008-2010*  **BOUTIQUE /SALES REPRESENTATIVE**  *Chateau Nightclub & Gardens   -Paris Hotel & Casino   Las Vegas, NV                  2010-2015*  **VIP Marketing Host**    *Plaza Hotel & Casino (TLC)    -  Las Vegas, NV                                    2016-2018*  **Travel Concierge/Key Holder** | |
| **Personal**    **Skills/Education** | Enjoy and active in:   * Beginner level Spanish * Operational Japanese/Nihon-go * Health & Wellness * The Church of Jesus Christ of Ladder Day Saints ( asst. secretary presidents quorum)   **Certificate of Achievement**   * "Computer Operations" PITA (Professional Institute of Technology INC.) * *Microsoft Word, Excel, PowerPoint, knowledge in QuickBooks*   **Typing ProficiencyTested NV DETR**   * Gross Words Per Minute (39WPM), Accuracy (90%)   **Pro Show Management**   * “On site Customer Service Training “ *class of*  2019   proshow.png  **The International of School of Hospitality**   * Art of Concierge Certificate                                                     *class of*  2017   **https://lh5.googleusercontent.com/V6NwjdnetNDZlEfWcfWsOnKKy7oUDKekDQAL0tvYeUpi9uSqV-xjqI4JuDtSxqPVglCSgrwKlcBzwKft3BIVERfvckUbg_cycraCSYgW6kY3_SHyE605un11ITFZ6OkbwbiDZ1W7wOXld244Xw**  **The College of Southern Nevada**   * Majoring                - Business Management with an International Emphasis | |
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