



# Ryan Stodart

Shift Lead/Trainer

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 15545 Saddleback Road Santa Clarita, CA, 91387

## EDUCATION

### CALIFORNIA STATE POLYTECHNIC UNIVERSITY, POMONA

Pomona, CA

Bachelor of Science (B.S.) Anthropology (Jun 2017)

## ADDITIONAL SKILLS

Adobe – proficient knowledge of Acrobat and Photoshop

Copyediting - Employee Training Manuals, Anthropology and Psychology Academic Research Papers, Company Collateral including pamphlets, emails, and staff guides, and Short Film Scripts

Creative Writing - Poetry and Short Stories

Leadership - Shift Lead for Three Years, Head Trainer for Two Years, and Percussion Section Leader in High School Band for Two Years

Research - Online via the Internet and Data Bases, and Physical via libraries, newspapers, and bookstores

MasterClass - Completed courses: The Art of Storytelling by Neil Gaiman and The Art of the Short Story by Joyce Carol Oates

English - Fluent in Speaking, Reading, and Writing

## CAREER OBJECTIVE

Quality-oriented professional with 5+ years of leadership and training experience, along with 3+ years of copyediting experience. Aiming to lend both my leadership and writing skills, as well as my passion for pop culture, to an exciting team and contribute to projects that are worthwhile and fulfilling.

## EXPERIENCE

### SHIFT LEAD/TRAINER

*Discovery Cube Los Angeles, Sylmar, CA / Jul 2015 - Present*

- Managed schedules and staffing positions and found coverage for short shifts/call outs.
- Logged daily activities, staffing changes, and incidents in an End-of-Day report sent to all levels of management.
- Maintained safe working environment by observing safety procedures, policies, and regulations.
- Responded to and resolved customer and staff questions and concerns.
- Completed museum opening and closing procedures, including turning on/off exhibits, locking/unlocking doors and gates, setting up/dismantling special event stations, arming/disarming security system.
- Point of Contact for annual special events including Spooky Science, Winter Wonderfest, Noon Year's Eve, and Impossible Science.
- Performed interviews for new staff and volunteers both alongside respective managers/managers/another shift lead(s) and independently.
- Assisted Exhibit Manager by leading small teams of staff to complete various jobs involving exhibit and museum maintenance, grounds-keeping, exhibit installation and dismantling, and cleaning and storage procedures.
- Spearheaded a new team of hand-picked trainers focused on onboarding and cross-training.
- Edited and rewrote employee training manuals with new trainers to ensure both the trainers and the manuals were updated on current procedures and position expectations (new hire/interactor manual, admissions/concierge manual, and retail manual).
- Trained new employees and promoted supportive, performance-oriented atmosphere by instructing each in use of exhibits, standard operating procedures and company policies and expectations.
- Cross-trained staff in retail, admissions, and concierge positions.