

**Josh Steele**  
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## **SUMMARY OF QUALIFICATIONS**

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- Increased non- profit revenue for a small business by 30%
- Intimate cultural exposure to coworkers and clients from 6 continents
- Several years of guest relations training
- MS Word, Excel, PowerPoint, Outlook proficient

## **EDUCATION & CERTIFICATIONS**

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- Portland Community College AAOT – Portland State University
- University of Cincinnati
- Green Path Environmental Management Training
- State of Oregon DPPST certified
- TIPS certified
- Oregon Food Handlers Card

## **WORK HISTORY**

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- Pacific Patrol Services
- Albertina Kerr Centers
- United States Department of Commerce
- Delaware North Company
- Xanterra LLC

### **District Patrol Officer**

- Oregon Department of Public Safety Standards and Training certified
- Maintaining quality environments for clients such as: Portland Art Museum, PREM Group properties, OMSI, City Center Parking
- Detailed report writing
- Responsible for 9 clients in a 8 mile radius on bicycle and patrol vehicle

### **Kerr Bikes Lead Staff**

- Worked for local non –profit to give therapy for clients through cycling
- Provided customers with bicycle and unique cycle rentals
- Worked closely with manager to exceed previous year's profits by 30% (2009-2010)
- Cash handling and bank deposits weekly
- Opening and closing duties
- Responsible for weekly bicycle maintenance and parts orders

### **U.S. Census Enumerator**

- Interviewed over 100 citizens in North East Portland to explain the purpose of census and record their data
- Conducted quality control operations to maintain Federal Census standards
- 36 hours NRFU training

### **Front and Back of House Grocery Stocker at Grand Canyon**

- Daily employee meetings to discuss profit gain/loss to date compared to previous year
- *Guest Path* Guest service training “Creating special experiences one guest at a time”
- *Green Path* Environmental impact awareness training
- Grocery receiving, stocking and product ordering (perishable and non) using Retail Pro POS
- Cross trained to assist in cashiering duties and work in deli
- Worked in a very diverse environment with many international employees on J-1 visas

### **Server/Server Assistant at Grand Canyon**

- Provided fine dining service to guests from all over the world
- Promoted to server after 3 months
- Received Training for Intervention Procedures (TIPS) certification and guest service training
- Placed guest orders using ALOHA point of sale system

## **TRAVEL**

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- Thailand
- Mexico
- Andros Island

## **VOLUNTEER**

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- Recently joined Transition Projects team in downtown Portland in the hygiene resource center to assist homeless people transition back into more stable lives
- Worked with Habitat for Humanity in New Orleans on a group trip for 10 days in 2006 to help build homes for hurricane victims
- Child Fund International sponsor for 11 year old Wusuman Conteh from Sierra Leone

## **REFERENCES**

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<b>Kevin Chance</b> Kerr Bikes Manager Portland, Oregon 503-890-2788 kevinc@albertinakerr.org	<b>Greg Walker</b> Grocery Operations Manager Grand Canyon, Arizona 928-638-2593 gwalker@dncinc.com	<b>Dr. Eric Brock</b> Chemistry Teacher/mentor Cincinnati, OH 513-403-3710 ebroock@gmail.com
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