**Ben Fitzhugh**

8 NW 8th #313, Portland, OR 97209 503-960-9071

**Highlight of Qualifications**

* Thrives under demanding and high-pressure work environments with strong multi–tasking skills.
* Enjoys working with the public and integrates humor, professionalism, and excellent service with ease.
* Shipping, receiving, inventory in warehouse environment.
* Experienced in administrative and clerical operations including filing, mailroom and reception.

**Administrative Skills and Experience**

* Maintained records for client and corporate files, approved and coded departmental invoices, and maintained calendars for top management.
* Call center and multiline experience. Business to business and customer service.
* Support person for management team, which involved all record keeping, scheduling, and communications.
* Created and maintained spreadsheets.
* Provide administrative/secretarial support for various departments/divisions such as answering telephones, assisting visitors and resolving a range of administrative problems and inquiries.
* Operate desktop computer to compose and edit correspondence and memoranda from knowledge of policies of established departments/divisions; prepare, transcribe, compose, type, edit and distribute agendas and minutes of numerous meetings.
* Schedule and coordinate meetings, interviews, appointments, events and other similar activities for supervisors, which also includes travel and lodging arrangements.
* Over 10 years experience providing excellent customer service in sales and hospitality industries.
* Forged well-built relationships with the customers and staff members.
* Extensive experience in customer service and in-depth understanding of interpersonal communication to connect with customers.
* Directed and organized staff at a busy local restaurant, including scheduling and managing conflicts.

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**Computer Skills**

Microsoft Word Microsoft Outlook Microsoft Windows WPM 45

Microsoft Excel Microsoft PowerPoint Oracle Social Media

**Employment History**

**Office Temp 2005-Present**

**Adecco, NW Staffing:** filing, administrative assistant, reception, mailroom, print services, shipping and receiving.

**Booking Agent**

**Tiger Bar –June 2010 to July 2011**

Responsible for providing friendly atmosphere, including travel and lodging arrangements for guests and bands, Maintained company website and calendars. Scheduled and managed sound staff and production, while maintaining high quality of customer service.

**Manager**

**Mio Gelato – March 2010 to November 2010**

Managed all opening and closing tasks of café. Including all staffing, ordering, general daily accounting, and administrative duties.

**VIP and Music Industry Account Manager/Concierge**

**Jupiter Hotel – January 2004 to February 2005**

Recruited to facilitate the opening of a new boutique hotel. Collaborated with executive staff to attract clientele focusing on the music industry by positioning brand as the premier entertainment property. Responsible for all administrative duties including contracts, room blocking and reservations.

**Personal Concierge and Front Desk**

**The Heathman Hotel – October 2002 to January 2004**

Worked all administrative duties in reservations, room blocking, filing and scheduling.