

Steven Elliott

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Relevant Skills

Front End Development

HTML

CSS

JavaScript

Work Experience

PHILADELPHIA GAS WORKS – **Customer Care Utility Rep** 2019 - Current

- Responsible for billing inquiries, initiating transfers, cancelling service and creating new accounts.
- Processing emergency service orders for gas leaks, service outages and appliance repairs.
- Assist

GLOBAL RESPONSE – **Brand Care Specialist** 2016 - 2018

- Respond to customer through live chat, email and by phone
- As team lead, assisted supervisors with paperwork and peer coaching
- Use multiple systems to resolve customer problems with purchases, refunds, replacements and complaints

ASTA PARKING MANAGEMENT – **Valet/Parking Attendant** 2014 - 2016

- Greet and acknowledge every guest with a smile and friendly demeanor
- Parked vehicles in selected areas efficiently and safely
- Cleaned the drive and parking areas

RAPHAEL HOUSE – **Front Desk / Night Security** 2013 - 2014

- Served as central point of contact for all visitors and clients needing to gain access to the building.
- Managed the receptionist area in a neat and organized manner, including greeting visitors and responding to telephone and in-person requests for information.
- Walked nightly rounds to maintain guest security.

THE UTAH HOTEL AND SALOON – **Maintenance and Security** 2010 - 2014

- Planned and executed maintenance and small renovation projects.
- Checked identification and maintained security, resolving any situations or customer complaints.

TEMPOSITIONS, ACTION FIGURES – **Convention Staff** 2012 - 2013

- Worked as booth staff to assist convention attendees with check-in or any questions they had.
- Put together gift bags for VIP attendees.

GEORGIE'S ALIBI – **Security and Bar Back** 2011 - 2012

- Oversaw the hospitality and security of venue.
- Monitored security incidents resolving any that happened.

Education

Broward College	Davie, FL	2 years complete
University of Pennsylvania	Philadelphia, PA	Full Stack Develop Certificate (enrolled)
Pickering High School	Leesville, LA	High School