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| |  |  | | --- | --- | | Steven Elliott | 2607 S Broad Street #3, Phila PA 19148 steven.elliott@live.com (415) 933-0272 | |  |

**Relevant Skills**

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| Front End Development | HTML | CSS | JavaScript |
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**Work Experience**

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| 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**

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