

Jaimarie Velasco | 6606 Cave Rock Ave | Las Vegas, Nevada 89110
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Profile

Customer service professional with the strong ability to work effectively under pressure. Identifies problems/needs and initiates effective solutions. Promote a working environment and procedures conducive to improving productivity, increasing efficiency, enhancing quality and strengthening the bottom line. Consistently “gets the job done” and exceeds expectations. Effective communication and interpersonal skills; a team player; interacts positively with a diverse group of people; and establishes relationships based on respect.

Experience

Outsource | Technical Temp Company
Temporary Apprentice | December 2014 - July 2015

Worked on a “as needed” basis
Pulling and dressing the cables
Labeling cables
Placing wrap arounds
Terminating

Caesars Entertainment | Axis Theater inside Planet Hollywood
Box Office Supervisor | December 2013 - May 2015

Emphasis on customer service
Supervising/assisting at least 10+ employees daily
Balancing of daily charges/money handling
Assisting in Casino promotions
Primary phones/emails
Daily Reports on Excel spreadsheets and/or Word Documents
Weekly scheduling of the agents
Ordering supplies
Maintaining website to promote and advertise any upcoming event in our theater
Assisted in the hiring process

BASE Entertainment | Planet Hollywood Showroom
Box Office Supervisor | March 2007 - December 2013

Emphasis on customer service
Supervising/assisting up to 8 employees daily
Balancing of daily charges/money handling
Handling of monetary deposits bi-weekly
Primary phones/emails
Daily Reports on Excel spreadsheets and/or Word Documents
Assisted in auditing
Assisted the Events Director as needed

Education/Training

Graduated Las Vegas High School | 2005
Graduated The Iron Yard | Certified Front End Developer | 2016

Skills

HTML, CSS, JavaScript, Backbone, JQuery, Mustache, ReactJS, Underscore, GIT, and GitHub
Basic understanding of Back End programs such as Python and Django
Familiar with all Microsoft Office programs
Proficient in troubleshooting and basic technical issues
Ability to multitask and work under pressure
Ability to work in stressful environments