

JESSICA MARTIN

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OBJECTIVE

- To deliver a holistic, scalable approach to web development, provide visual communication and apply a social media and business acumen to meet industry standards and also provide a rich, engaging experience for the end user

SKILLS

- Proficient with Microsoft Word, Outlook, and PowerPoint
- Excellent guest service and conflict resolution skills
- Advanced knowledge of Adobe Photoshop, Premiere Pro, and Audition
- Strong written and verbal communication skills
- Team player who is also able to work independently or serve as a leader
- Completed Ontario Smart Serve Course

EXPERIENCE

Cast Member **Cineplex Entertainment** Feb. 2016 – Present

- Cross-trained at multiple units (Projection, Concession, Floor, Box Office, Melt, Poptopia, Xscape)
- Address guest concerns on behalf of supervisors and management
- Responsible for generating playlists for new movies while following strict guidelines for projection
- Familiar with Vista POS system across multiple units
- Assist supervisors with inventory counts, training new employees, and delegating when required
- Maintain a safe, sanitary, and appealing work environment for guests and employees

SALES ASSOCIATE **Forever 21** Oct. 2014 – Sept. 2015

- Processed sales, exchanges and refunds as a cashier
- Assisted customers with product selection to best fit their personal needs
- Consulted customers on the latest styles, trends, and product availability
- Balanced the needs of multiple customers in a fast-paced retail environment
- Maintained a clean store and neat, orderly product displays

CASHIER **Longo's** Sept. 2012 – Oct. 2014

- Processed sales transactions accurately in a timely manner
- Collaborated with team members regularly for exceptional service to enhance customer experience
- Built customer confidence by actively listening and providing feedback in a professional manner

EDUCATION

BACHELOR OF DIGITAL COMMUNICATIONS **HUMBER COLLEGE**
Sept 2015 – Present

- Course work in photography, media writing, video production social media, and web design

References available upon request