

# James Reyes

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## **Professional Summary**

Personable and motivated service professional with strong customer service experience, exceptional communication skills, and a proven ability to perform in fast-paced, high-pressure environments. Known for leadership, attention to detail, and reliability. Experienced in managing conflicts, supporting diverse customer needs, maintaining organized work areas, and upholding safety procedures. Dedicated to delivering a positive guest experience and contributing to an efficient team environment.

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## **Relevant Skills**

- Customer service & hospitality mindset
  - Strong interpersonal communication
  - Time management & multitasking
  - Conflict resolution & problem-solving
  - Ability to follow written and oral instructions
  - Leadership & teamwork
  - Flexible schedule; reliable attendance
  - Detail-oriented & organized
  - Ability to adapt quickly in high-pressure situations
  - Physically capable;
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## **Additional Strengths for serving**

- Ability to maintain professional appearance and demeanor
- Comfortable with physical tasks, including cleaning, stocking, lifting, and setup/teardown
- Experience working around diverse groups of people
- Strong situational awareness—valuable for security and safety responsibilities
- Quick learner with the ability to follow detailed procedures

## **Professional Experience**

### **August 2025-January 2026: Spotter – Holu Hou Energy LLC, Honolulu, HI**

- **Equipment movement:** Safely connecting, shuttling, parking, and docking equipment, trailers, or vehicles multiple times a shift.
- **Yard logistics:** Organizing the yard and ensuring materials are stockpiled correctly, especially if dealing with coal or similar bulk materials, by directing trucks to the correct locations.
- **Communication:** Maintaining constant and clear communication with other staff, such as warehouse personnel and dispatch teams, often using two-way radios.
- **Safety:** Following strict yard safety protocols, wearing appropriate personal protective equipment (like safety shoes and high-visibility vests), and maneuvering vehicles in tight spaces while maintaining situational awareness.
- **Maintenance and housekeeping:** Performing basic vehicle maintenance and keeping the work area clean and organized.
- **Quality control:** Collecting samples of materials being offloaded to ensure quality standards are met

### **October 2023 – August 2025: Personal Trainer – Shoot 360 Basketball Academy, Richland, WA**

*The world's leading immersive basketball training experience that combines in-person skill development with digital gamification and virtual competition.*

- Provide customer-focused, individualized training sessions tailored to client needs.
- Maintain a clean and safe working environment while managing equipment and setup.
- Communicate clearly and professionally to guide clients through exercises and routines.
- Demonstrate reliability, punctuality, and the ability to work independently.

### **April 2022 – May 2023; April 2023 – May 2023:**

**Recreational Flag Football Referee –City of Prosser, WA •** Applied rules consistently while managing active, fast-paced sports environments.

- Communicated respectfully with players, coaches, and parents to resolve conflicts and maintain order.
- Ensured program safety through policy enforcement and situational awareness.
- Demonstrated leadership, confident decision-making, and professionalism under pressure.
- Maintained timely attendance and coordinated scheduling with supervisors.

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## **Education**

### **High School Diploma | August 2019 – June 2023**

Prosser High School – Prosser, WA