

**Scott Otis**

375 N Turnpike Rd.  
Santa Barbara, CA, 93111

805-689-8516  
sotis12@apu.edu

**EDUCATION**

**Associates Degree in Liberal Arts**  
Santa Barbara City College

**Spring 2013**

**Bachelor of Arts in Communication**  
Azusa Pacific University, Azusa, CA

**Spring 2017**

**EMPLOYMENT**

**Sundance Beach- Sales Associate**

**October 2008-May 2011**

- Provide customer service and product knowledge to customers
- Worked as a team to make daily sales goals
- Work on monthly/weekly cleaning checklists

**Sundance Beach- Assistant Sales Manager**

**May 2011-March 2014**

- Manage the store by overseeing all sales associates
- Motivate sales team to push sales, and I.P.S. (items per sale)
- Motivate sales team to make weekly, monthly, and yearly sales goals
- Train sales associates on product knowledge

**ACHIEVEMENTS**

- Two time MVP for Sundance Beach (Most valuable sales associate, given to the sales associate who has proven themselves through hard work, punctuality and dedication to the job).

**Channel Islands Surfboards-Floor Supervisor**

**March 2014-Present**

- Supervise sales floor and assist sales team with all questions in regards to point of sale, customer service, and all product knowledge
- Train sales associates to provide excellent customer service
- Scan, fax and email all custom surfboard orders and communicate with the headquarters factory
- Manage store email and answer all incoming questions in regards to surfboards and availability

**SKILLS SUMMARY**

- Strong customer service skills
- Strong communication skills
- Extremely motivated and outgoing
- Strong attention to detail

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## **PROFESSIONAL REFERENCES**

### **GEOFF SPENCER**

Supervisor: Director of Chapel Programs  
Azusa Pacific University  
Phone: (925) 234-2504  
Email: gspenser@apu.edu

### **Evan Gambetta**

Supervisor: Store Manager  
Channel Islands Surfboards  
Phone: (805) 680-7632  
Email: EvanG@cisurfboards.com

### **ANTHONY ESTRELLA**

Prior Supervisor: Store Manager  
Sundance Beach Retail Store  
Phone: (805) 698-2321  
Email: anthony@sundancebeach.com