

TRAVIS GORMAN*Excellence-oriented, highly motivated professional with nearly 8 years of customer-facing experience*

High-Volume Call Center Activity	Hospitality & Customer Service	CRM & Microsoft Office Suite
Empathy & Building Rapport	Relationship Management & Maintenance	Salesforce.com
Clear & Effective Communication	Touch Typing / 10 Key Data Entry (75 WPM)	Fine Dining & Banquet Service

Kitchen & Event Staff — CAMP YOUNG JUDAEA

Sept 2015 — Jan 2017

- Provide excellent hospitality, customer service, meet the special requests and ensure the comfort of all guests
- Quickly learn and strictly adhere to a system of guidelines necessary for maintaining a kosher facility
- Kitchen help, food prep, dish washing, housekeeping, maintenance, and accommodation for special events

Inside Sales Representative — MAIN STREET HUB

July 2014 — Sept 2015

- High volume call center phone sales: 80-100 cold calls to small local business owners every day
- Deliver engaging presentations demonstrating the product's value custom tailored to their needs
- Find and win new business accounts: Get commitment, process payment, and onboard new customers

Front of House Server — AURA BRASSERIE

July 2013 — June 2014

- Provide personalized five-star full table customer service and an exceptional fine-dining experience
- Hold the responsibility of opening and closing the restaurant, including cash management and inventory
- Maintain strong communication with chef and back-of-house team to ensure flawless customer service

Account Manager — COROVALEADS

Jan 2012 — June 2013

- Interface with the customer as their first point of contact, handling all questions and escalations
- Log, maintain and update account records in Customer Relationship Management System
- Understand the needs and objectives of each customer and review the details of their account activity
- Identify opportunities for growth, performance optimization, and ways to exceed customer expectations

Customer Service Representative — OUTDOOR KITCHEN & GRILL

Feb 2010 — Jan 2012

- Initiate, develop and maintain relationships with local pool builders, landscape architects and interior designers
- Work directly with customers to create custom designs, solve problems, and bring their dream kitchen to life
- Manage partner relationships, coordinating the design, manufacture, and delivery of custom outdoor kitchens
- Handle the shipping and receiving of materials, and warehousing inventory for custom builds and online retail

Front of House Server — WALLSE

April 2009 — Jan 2010

- Train front-of-house on standard kitchen operations, menu, wine list, and service expectations
- Drive word-of-mouth and repeat business with attentive, high-end fine dining customer service
- Handle 5-12 tables at a time and organize, prep and work large parties, banquets and private events

EDUCATION**THE IRON YARD**, Austin TX

2016 Summer Cohort

Front End Engineering

SCHOOL OF VISUAL ARTS, New York, NY

2008

Bachelor of Fine Arts, Advertising