

Brian Stigall

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Objective

To obtain a position that allows my education, personal skills, customer service experience, and friendly attitude to be a benefit to my employer and their clients while allowing for personal growth and development.

Qualifications

I possess a bachelor's degree, 3 years management experience in the retail industry, and am currently finishing a 2nd bachelor's degree in Graphic Design at Platt College specializing in Web Design. I have accumulated extensive customer service experience and training, leadership training, and sales experience. I have a high level of motivation, a typing ability of 35 wpm, attention to detail, and a great work ethic and attitude.

Professional Skills

Adobe Photoshop CS3/CS4
Adobe Illustrator CS3/CS4
Adobe InDesign CS3/CS4
Adobe Dreamweaver CS3/CS4
Adobe Flash CS3/CS4

Final Cut Pro 6
QuarkXPress 7/8
Eclipse/Aptana
HTML/CSS
Javascript

Work History

Bell Desk Supervisor
Crowne Plaza San Diego
Supervisor: Katie Stenzel
(619) 297-1101

October 2007 - Present
2270 Hotel Circle North.
San Diego, Ca. 92108

Responsibilities:

Supervising the daily operations and employees of the Bell Services Department. Assisting incoming and outgoing guests with luggage. Delivery of packages, keys, and any other necessities. Providing information on the hotel and the local area. Providing a local shuttle service for hotel guests. Provided transportation to and from the San Diego International Airport for Southwest Airlines crew members. Also served as Concierge for guest, selling tour and attraction tickets.

Concierge/Front Desk
San Diego Marriott Gaslamp
Supervisor: Amy Bond
(619) 696-0234

May 2007 - October 2007
660 K St.
San Diego, Ca. 92101

Responsibilities:

Front Desk: Assisting guests to check in and out of the hotel, procuring payment, selling rooms to "walk-in" guests, providing directions and information, answering phones and directing calls, and maintaining excellent customer service to all hotel guests external and internal. Customer service included taking care of any request from a current, future, or past guest or routing them to the appropriate agent. Promoted to Concierge.

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Concierge:

Assisting guests with any and all needs during their stay, travel and transportation, restaurant reservations, recommendations of local activities and attractions, adding value of hotel and surrounding area. Other duties; attending to Concierge lounge for elite members. Maintaining excellent customer service at all times.

Store Manager

May 2004 - May 2007

Gamestop

5439 El Cajon Blvd.

Supervisor: Cris Oribello

San Diego, Ca. 92115

(619) 582-2052

Responsibilities:

Maintaining day-to-day operations of a retail boutique, opening and closing duties (making deposits, assuring cash on hand and change meet store needs), balancing register, completing sales transactions using point-of-sale terminal, scheduling, supervision of sales associates, up-selling of additional merchandise and add-ons, arrangement of in-store promotions, selling reservations for upcoming releases, processing shipments, maintaining store displays, tracking and maintaining store results, inventory management (including performing physical inventory of entire store), maintaining profit and loss statements for store, and training, development, and recruitment of store associates.

Service Supervisor

October 2002 - May 2004

GEICO Direct Auto Insurance

14111 Danielson St.

Supervisor: Caroline Thompson

Poway, Ca. 92064

(800) 841-3000

Responsibilities:

Training in the sales, service, and underwriting of insurance policies with regards to obtaining a management level position, training in and performing the job duties of each department to gain the knowledge and expertise to move into management. Promoted to Service department supervisor.

Education

1995-1999 B.S. Theatre Performance, Minor in Broadcasting. Northern Arizona University. Currently finishing a degree in Graphic Design at Platt College.

Achievements

Cum Laude (Northern Arizona University)

Dean's List (Platt College)