

# Stephen A. Holland

500 3<sup>rd</sup> St. N. Upper, St. Petersburg, FL 33701

727-729-0100 | stephen.a.holland@gmail.com

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## Summary Statement

Professional with over five years of experience in the hospitality industry. Including customer service related positions such as front desk clerk, cashier and server. Able to accommodate customer requests to develop loyalty and provide very high customer satisfaction.

## Skills and Qualifications

- Excellent listening and communication skills
- Cooking skills (Fryer, Steam Grill, Turbo Chef and others)
- Stock and Inventory skills
- Technology savvy, able to use technology to improve productivity

## Education

### A.S. Computer Networking Systems

ITT Technical Institute, Pinellas Park, FL

1 year of College  
2008 - 2009

### Networking Cabling

Pinellas Technical Education Center, St. Petersburg, FL

Feb. 2002

## Work Experience

### Technician Coordinator, StormDesigns, Inc., St. Petersburg, FL

2004 - Present

- Set up computer systems from scratch, install multiple applications.
- Establish and refine user and group access.
- Complete system and program upgrades.

### Event Security, Sentry Events Services, Inc., St. Petersburg, FL

2006 - 2007

- Checked and authorized entrance and departure of customers, visitors, and other persons into the event facility. Operated Magnetometer equipment as needed.
- Monitored event areas to ensure safety and crowd control.
- Checked for customers and their possessions and searched vehicles.

### Usher, Regal Entertainment Group, Pinellas Park FL

2005 - 2006

- Sell and collect admission tickets and passes from patrons during movie time.
- Provided excellent customer service for over 100 patrons each day.
- Maintained order and ensure quality of the facility, concessions, movie experience and safety of customers.

### Front Services Clerk, Publix Supermarket, St. Petersburg, FL

2002 - 2003

- Focused on providing excellent customer service to supermarket patrons.
  - Packed groceries and worked as a shopping cart attendant.
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