

Client Name

Address ♦ City, State ♦ (123) 444-9999 ♦ clientname@yahoo.com

ENGAGEMENT SPECIALIST/HUMAN SERVICES PROFESSIONAL **A Recognized Expert in Event Planning, Experienced in All Aspects of Service Delivery**

Outgoing and highly energetic Event Facilitator and Engagement Specialist with 10 years of experience within product demonstration and event planning industry. Responsible arranging product demonstration within stores as a bridge between the manufacturer and its customer base. Interact with customers while serving, demonstrating, and selling products with the highest level of professionalism and customer relations.

Over 30 years of experience within the Human Services field, serving individuals with physical and mental disabilities; interviewing applicants for public assistance, food stamps and medical assistance; providing supportive services to teams of Social Workers, Correctional Counselors, Juvenile Probation Workers and Probation Agents; and motivating patients to develop or re-develop an interest in themselves and to assume therapeutic responsibility.

CORE COMPETENCIES

Business Owner ♦ Product Demonstrator ♦ Sales and Marketing ♦ Customer Relationship ♦ Product Sampling
Product Presentation ♦ Retail Management ♦ Shopper Marketing ♦ Consumer Research ♦ Leadership
Public Engagement ♦ Articulate Communicator ♦ Service Delivery ♦ Communication
Staff Recruitment and Training ♦ Human Resources ♦ Outstanding Customer Service ♦ Human Services ♦
Community Outreach ♦ Behavioral Specialist ♦ Data Analysis ♦ Accurate Records ♦ Organized

EXPERIENCES AND ACHIEVEMENTS

PROMOWORKS

2004-Current

The company is a pace-setter in the industry of product sampling, enabling national manufactures to provide food samples to customers. Engaging customers with manufacturing brands through sampling, education and interaction.

Product Demonstrator

- ♦ Properly set up event tables in an efficient and timely manner, making sure all products are displayed for maximum customer appeal
- ♦ Professionally greet potential customers with a smile, answer questions about the product(s), sell products and associated upsells
- ♦ Study each and every product to gain adequate knowledge of those being represented
- ♦ Proactively and professionally approach, engage, and sell product to the consumer in a positive and well-informed manner
- ♦ Effectively communicate the features and benefits of the products
- ♦ Cook, prepare, assemble and serve food samples using small appliances such as microwaves, fryers, skillets, coffee makers and knives in a pleasing and sanitary manner
- ♦ Use of proper cleaning solutions to maintain a clean and sanitary work station
- ♦ Always maintain a professional appearance consistent with the requirements of the job
- ♦ Build and nurture a relationship with store employees to successfully meet company and client goals.
- ♦ Complete appropriate expense reports and paperwork per Company Policy
- ♦ Train and supervisor new Product Demonstrator in how to effectively do their jobs

LENA'S SOUL FOOD

2002-2004

This company created home-made soul food cuisine and served loyal customers within the community.

- ♦ Managed the daily operations of an outdoor kitchen including cooking, cleaning, inventory and employee management
- ♦ Hired, trained, evaluated, disciplined and supervised staff; also prepared schedules and payroll
- ♦ Authored kitchen operational manual in order to instruct all employees of duties, responsibilities, policies and procedures.
- ♦ Managed financial reporting, budgeting, marketing and advertising to ensure business success.

R & D INSTRUCTIONAL SERVICES, INC**1998-2002**

This company provided assistance and support to individuals with disabilities.

Behavior Specialist/Employment Specialist

- ◆ Educated and motivated handicap and mentally disabled individuals
- ◆ Supervised home-based services to help integrate disabled individuals into their communities and society

CREATIVE OPTIONS INC**1996-2002**

This company provides support for individuals with disabilities providing "with highest quality of community support."

Support Counselor (Part-Time)**Starlight/House Manger**

- ◆ Motivated, educated and supported mentally disabled and handicapped individuals
- ◆ Administered assistance to individuals who are handicapped or mentally disable in their home environment in an effort to assist them with daily living skills and help integrate them into the community

Other Human Services positions included: Social Service, Case Worker, Psychiatric Aid and Health Assistant

Education

Associate of Arts, General Education

Other Relevant Training include:

Medical/Behavioral

Bipolar Disorder, Affective Disorders, Medication Monitoring, Treatment of Schizophrenia, Disruptive Behavior, CPR, Kennedy Krieger Med, HIV, Habilitation Plan, Personality Disorders, Mental Health Treatment, Client in Crisis

Technical

Microsoft Office, Microsoft Word1, Introduction to Computer 2

Business

Event Facilitator, Ron Thomas Attendance, Goal Planning, Barbering, Perming, Notary, Day Care, AFDC, Basic Food Safety, Certificate of Appreciation