
David Saez

Multi- Talented Candidate

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MA

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SKILLS

- Customer service
- Verbal and written communication
- Teamwork
- Good telephone etiquette
- Teambuilding
- Microsoft Office
- Detail-oriented
- Basic math
- Adaptability
- Excellent work ethic
- Complaint resolution
- Good listening skills
- Training development aptitude
- Theatre knowledge
- Critical thinking
- Flexible & Adaptable
- Multitasking abilities
- Reading comprehension

EXPERIENCE

Panera Bread Salem, NH - Zone Leader

July 2020 - PRESENT

- Assisted customers with signing up for store loyalty programs and provided details about key benefits.
- Helped customers complete purchases, locate items and join reward programs to promote loyalty, satisfaction and sales numbers.
- Monitored customers for signs of security concerns and escalated issues to management.
- Opened, shelved and merchandised new products in visually appealing and organized displays for optimal sales promotions.
- Listened to customer needs and desires to identify and recommend optimal products.
- Maintained up-to-date knowledge of store sales, payment policies and security standards.
- Provided accurate information about promotions, customer programs and products, helping drive high customer retention.
- Assisted customers by answering questions and fulfilling requests.
- Stocked merchandise, clearly labeling items, arranging according to size or color and preparing attractive displays.
- Managed efficient cash register operations, including scanning items, processing payments and issuing receipts.

Grotonwood Camp and Conference Center, Groton, MA - Program

Director

June 2020 - July 2020

- Developed monthly schedules and assignments for volunteer staff.
- Oversaw staff development through in-depth training, workshops, seminars and other learning opportunities.
- Developed and created programs and monitored effectiveness against individual participant needs.
- Developed Recreational programs from ground up, laying out framework and defining roles.
- Developed and organized routine and special programming by factoring in slot timing, demographics and other important parameters.
- Provided ongoing direction and leadership for program operations.
- Arranged packed activity schedule with numerous outdoor activities, crafts and learning opportunities.
- Tracked facilities and equipment safety and cleanliness and took corrective action to resolve emerging issues.

Cedarkirk Camp and Conference Center, Lithia, FL -
Counselor/DTS Intern

May 2019 - April 2020

- *Upheld strict security procedures to maintain data confidentiality.*
- *Helped with administrative support, including managing incoming calls, coordinating files and sorting mail.*
- *Sorted and classified files according to content, purpose, user criteria and alphabetical or numerical order.*
- *Participated in cross-functional team-building activities.*
- *Maintained status reports to provide management with updated information for client projects.*
- *Built rapport with clients to facilitate trusting relationship and provide setting conducive to growth.*
- *Upheld office schedule and calendar to coordinate workflow and meetings.*
- *Conducted daily updates to social media profiles to boost company online presence.*
- *Maximized productivity by analyzing protocols and identifying areas for improvement.*
- *Assisted in development of various print marketing materials.*
- *Tracked and recorded expenses and reconciled accounts to maintain accurate, current and compliant financial records.*

Queen Street Theatre, Charleston, S.C - Box Office Attendant

August 2018 - February 2019

- *Printed tickets, checking accuracy of date, time and seat numbers before giving to customers.*
- *Assisted customers in choosing seats, guiding and recommending options via seating map.*
- *Created and maintained reports of sold tickets and payments received.*
- *Balanced cash owed against the number of tickets bought and took payment in exchange for ticket sales.*
- *Provided information about current and future events at the facility.*
- *Sold admission, processed payments and issued tickets.*
- *Provided customer service by selling tickets and merchandise, answering questions and distributing programs.*
- *Assisted patrons with seating by giving directions and lighting paths.*
- *Reviewed tickets for authenticity and applicability to particular event.*
- *Greeted customers with a smile and provided friendly, knowledgeable service.*
- *Developed and maintained courteous and effective working relationships.*
- *Participated in continuous improvement by generating suggestions, engaging in problem-solving activities to support teamwork.*

StoryTree Theatre, Charleston, S.C - Performer/ Teaching Artist

July 2018 - February 2019

- *Developed lesson plans surrounding various types of art, history and culture.*
- *Prepared and gathered materials for detailed lesson plans.*
- *Maintained daily student records and evaluated student progress.*
- *Worked flexible hours; night, weekend, and holiday shifts.*
- *Devoted special emphasis to punctuality and worked to maintain outstanding attendance records, consistently arriving to work ready to start immediately.*
- *Performed duties in accordance with all applicable standards, policies and regulatory guidelines to promote a safe working environment.*
- *Completed all paperwork, recognizing any discrepancies and addressing them in a timely fashion.*
- *Performed humorous and serious interpretations of emotional actions and situations, using body movements and gestures.*
- *Studied and rehearsed roles from scripts to interpret, learn and memorize lines, stunts and cues.*
- *Toured in the role of Detective Dupin with a cast of 3 actors for several months.*
- *Met with the production director to discuss required poses, movements and persona to be portrayed.*
- *Developed and executed innovative strategies for revitalizing entertainment programs.*
- *Kept optimal physical conditioning to handle long periods of standing and wearing heavy, hot costume pieces.*
- *Developed funny and positive answers to fan questions with special emphasis on entertaining children.*
- *Maintained costumes and equipment in performance-ready condition by removing stains, repairing damage and replacing worn components.*

EDUCATION

Lynchburg College - Bachelors of Arts Theatre Performance

August 2013 - May 2017

AWARDS

Numerous Public Speaking awards in my Forensics Speech Team days. A VHSL trophy for scoring second in the district in High School in a Performing arts One Act Festival. Also placing 2nd in an NAACP Speech Competition in 2013 with an Improv Platform to go off of.