

# BRETT C. CATINELLA, B.A.

Atlanta, GA 30342

Mobile: (678) 283-5180 | Email: brettcat22@gmail.com

## ACCOUNT MANAGEMENT, CUSTOMER SERVICE & SUPPORT

Self-driven graduate with the ability to assist in the development and implementation of revenue generating sales initiatives, account management, new business development, communicating brand identity, and client services. Ability to assist in leading high-impact account/customer service strategies that drive growth, promote the brand, and ensure customer satisfaction.

## EDUCATION

**BACHELOR OF ARTS ~ HISTORY, Ancient Civilizations** 5/2022  
Georgia State University-Atlanta

**Software & Tools:** Microsoft Office Suite and Google Suite

## WORK EXPERIENCE

**United Parcel Service | Roswell, GA** 11/2018 - 1/2024  
**SEASONAL DELIVERY**

*Partnered with a designated driver on an assigned delivery route in accordance to varied schedules, with a focus on picking up and delivering packages during the holiday seasons. Picked up, loaded, and delivered moderate to heavy packages in accordance with UPS established policies/procedures.*

- Helped monitor and maintain the operating condition of assigned vehicle to ensure safety and functionality, while identifying and reporting any defects, issues or failures.
- Interfaced with and assisted customers in the addressing and resolution of inquiries

**Live Nation/Tabernacle/Wolfgang Puck Catering | Atlanta, GA** 5/2019 - 12/2023  
**EVENT/CATERING ASSOCIATE**

*Worked alongside nationally recognized performers lending venue-related support including providing event security, assisting with special events, bartending and providing catering set-up/teardown and serving.*

- Assemble and deliver all food and supplies for catered functions to the scheduled locations; arrange tables and decorations, set up bars, and handle coordination efforts according to pre-set standards.
- Served mixed drinks, food, and other beverages to guests; provide security services for events and onsite, to include check-ins, maintaining event security, and responding to emergency situations.
- Set up assigned bars, requisition/stock all beer, wine, spirits, and supplies, prepare fresh fruit and vegetable garnishes, and process orders for drinks practicing prudent portion control.

**Guitar Center | Atlanta, GA** 5/2021 - 8/2021  
**MUSIC INSTRUCTOR**

*Engaged with beginning bass guitar students to deliver all aspects of basic instruction in the playing of instrument and reading of music via the creation of lesson plans, activities, and learning sessions.*

- Facilitated the teaching of basic chord structures and created exercises to develop a solid foundation with the goal of advancing the student to the next level.

**Rising Roll Restaurants | Atlanta, GA** 5/2018 - 5/2019  
**FRANCHISE ASSISTANT MANAGER**

*Assisted in managing all aspects of daily operations, to include staff administration, financial management and P&L, workload delegation, and the implementation of continuous improvement initiatives. Planned and delegated responsibilities to team members to ensure service excellence.*

- Led initiatives focused on instructing the team in customer/service; provided direction, assigned responsibilities, and provided clear instructions and expectations to increase productivity.
- Reviewed work and operational processes in order to help determine ways to improve service, performance, safety and customer service.
- Interacted with guests to obtain feedback on the quality of their experience; assessed reports and implemented action plans to enhance service and guest experiences.