

ASHLYN SIMOKAT

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Objective: My extensive experience working under pressure in customer service has prepared me for my goal to use my skills to improve customer service. I intend to increase customer satisfaction and engagement using my skill set through teamwork and leadership.

EXPERIENCE

JUNE 2019- AUGUST 2019, MAR 2020- JUN 2020

STAFF, LITTLE CAESERS

- Completed orders on drive thru and front counter with positive customer service
- Worked on make-line preparing items on the menu
- Maintained store cleanliness

NOVEMBER 2019- FEBURARY 2020

WAITRESS, CAJUN HOUSE

- Served tables and kept fast and friendly service
- Took phone calls to answer customers questions
- Managed server areas

JUNE 2020- AUGUST 2022

Pool Attendant, Pool Attendants of Charleston

- Monitored access to entry and exit points to avoid congregating and to make sure homeowners signed in
- Kept the pool area neat and organized
- Assisted homeowners with their questions and concerns

NOVEMBER 2020- DECEMBER 2020

Seasonal Cashier, Dicks Sporting Goods

- Restocked and organized merchandise
- Helped customers complete purchases, locate items, and join reward programs along with answering questions
- Promoted customer loyalty and consistent sales by delivering friendly service and knowledgeable assistance

APRIL 2022- PRESENT

Event Staff, United Event Services

- Provided costumer service
- Made sure that the venue was secured
- Showed people to their seats during concerts and events
- Answered any questions regarding the venue

MAY 2022- PRESENT

North Charleston Coliseum and Preforming Arts Center

- Showed people to their seats around the venue
- Handled customer concern
- Maintained a safe and positive environment

OCTOBER 2021- PRESENT

Strom Thurmond Fitness and Wellness Center

- Maintain a clean gym
- Risk management
- Maintain a positive environment

EDUCATION

MAY 2025

University of South Carolina, Columbia SC
Bachelor's degree in Hospitality Management

SKILLS

- First aid/ CPR certified
- Communication skills
- Leadership
- Responsibility and reliability
- Customer Service
- Good listening skills

SERVICE

As a member of Gamma Phi Beta, I participate in 15 service hours a month. With the personal service hours, I participate in our Philanthropy events. We raise money for a service called Girls on the Run.