
SEAN MCSORLEY

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PROFESSIONAL SUMMARY

Enthusiastic Office Clerk eager to contribute to team success through hard work, attention to detail and excellent organizational skills. Determined and focused with a clear understanding of customer service and capable of learning the required tasks to complete daily duties. Motivated to learn, grow and excel in an entry-level position.

SKILLS

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| • Customer Service | • Data collection/entry |
| • Computer savvy | • Multi-line phones |
| • Cash handling | • Medical terminology |
| • Multitasking | • Providing Information |
| • Problem-solving skills | • Payment processing |
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WORK HISTORY

Front Desk Agent Trainee, 09/2020 to 11/2020

The Holiday Inn & Suites – Daytona Beach Shores, FL

- Three months, paid on-the-job-training program.
- Directly responsible for friendly/efficient check-in & check-out procedures, assist with reservations as needed.
- Knowledgeable in hotel services/policies to enhance the customer experience.
- Sell rooms so as to maximize the average daily rate and occupancy.
- Maintain cash bank in order to receive payment and make change, maintain credit balances.
- Post on a timely basis all laundry, restaurant, and long distance, and other charges as needed, use response log to ensure requests are met.

Receptionist and Information Clerk Trainee, 03/2020 to 05/2020

The Daytona Beach Music Academy – Daytona Beach, FL

- Three months, paid on-the-job-training program.
- Support staff through document management, calendar organization and collateral preparation for meetings.
- Perform general office duties, including answering phones, routing calls and messages and greeting visitors.
- Participate in special projects as assigned.
- Compose memos and external correspondence for management and review documentation to eliminate errors.
- Update spreadsheets and databases to track, analyze and report on performance and sales data.

Banquet Server, 10/2017 to 06/2019

Spectra – Daytona Beach, FL

- Maintained event cleanliness during service by promptly clearing dishes after each course.
 - Checked identification to enforce age requirement for alcoholic beverages.
 - Used correct cleaning, sanitizing and food handling procedures to maintain optimal protection for customers.
 - Maintained customer satisfaction with timely table check-ins to assess food and beverage needs.
 - Completed event set up and take down.
 - Provided some kitchen support by assisting with food preparation at a deep fryer.
 - Assisted with concessions at certain events and handled money transactions.
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EDUCATION

Associate of Science: Information Technology

Keiser University - Daytona Beach

Associate of Arts: Physical Therapy

Daytona State College - Daytona Beach