

Mary Gent

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Objective

To leverage my 10 + years of experience in management and customer service to obtain a responsible and suitable position that highlights and utilizes my skills.

Profile

My background is highlighted by over a decade of work as a manager responsible for excellent customer service. During this time I have effectively supervised a large and diverse staff while anticipating and meeting the needs and demands of a host of customers, vendors, and members of upper management. Through this experience I have become an expert in identifying and solving problems as well as dealing with conflict in the work place. My approach hinges on treating everyone as an individual requiring specific understanding. I see managing as working with a family, where everyone is respected and has a voice. I try to combine high levels of effectiveness and efficiency with a warm and compassionate concern for people.

Skills Summary

- ♦ Staff Supervision
- ♦ Staffing: hire, train, assign staff
- ♦ Customer Relations
- ♦ Conflict Resolution
- ♦ Scheduling
- ♦ Vendor Relations
- ♦ Budgeting, bookkeeping
- ♦ Inventory control
- ♦ General Office Skills
- ♦ Computer Savvy
- ♦ Upholding Professional Relationships
- ♦ Producer
- ♦ Writer

Professional Experience

MANAGEMENT/CUSTOMER SERVICE/PROBLEM SOLVING

- Responsible for overall management of FOH staff
- Direct and motivate team members regarding effective methods, operations and procedures
- Manage schedule to maintain adequate staffing and minimize overtime
- Conflict resolution: quickly identify problem situations and resolve incidents
- Handle money on a daily basis in regards to sales and deposits -Inventory control including weekly orders
- Increase company morale and productivity
- Guarantee that each customer receives exceptional customer service

Freelance Experience/Ongoing

Contributing Writer/Producer/Subtitled

THE MOVIE GUYS - Los Angeles, CA

Contributing writer

MATTHEW HUSSEY (Get The Guy) - Los Angeles, CA

Closed Captions

SPOOL.CO - Los Angeles, CA

Producer : Music Videos

Employment History

THE DEN ON SUNSET - Los Angeles, CA

Manager 2011 - 2015

RUSH STREET - Culver City, CA

Server Captain/Server 2008 - 2012

BEECHWOOD - Venice, CA

Office Manager/Host/Server 2005 - 2008

CHAYA VENICE - Venice, CA

Maitre'd 2004 - 2005

EHLERS DANLOS FOUNDATION - Los Angeles, CA

Executive Assistant 2003 – 2005

Freelance History

Clip Editor/Production Coordinator/Production Assistant

DAVIS GLICK PRODUCTIONS - Los Angeles, CA

Commercial Clip Editor for Seinfeld and Fraiser 1997 - 1998

ANONYMOUS CONTENT - Los Angeles, CA

Production Assistant - National Commercials 1998 - 2002

JESSICA ROULSTON - Los Angeles, CA

Production Coordinator - Discovery Channel 2002

Education

Coursework completed at:

FIDM – San Francisco, CA

(Visual Merchandising)

CANISIUS COLLEGE - Buffalo, NY

(English)

Computer Skills

- ◆ Microsoft Word
- ◆ Microsoft Excel
- ◆ Multiple POS Systems
- ◆ Adobe Premiere Pro

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