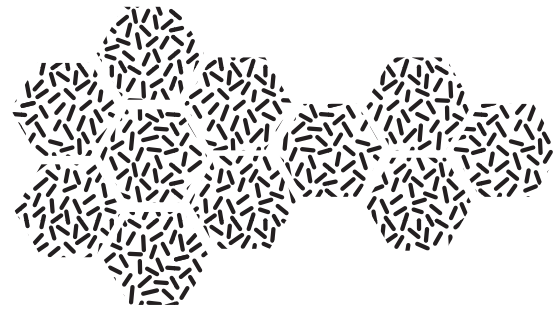


Erin O'Hern



CONTACT

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erinohern.com

EDUCATION

State University of New York at Oneonta
Oneonta, NY ••• December 2013
Bachelor of Science in Computer Art
Film Minor
Cum Laude

SOFTWARE

Platforms Mac OS
Microsoft Windows

Adobe Illustrator
InDesign
Photoshop

Windows Word
Excel
Outlook
PowerPoint

OTHER SKILLS

Communication
Customer Service
Time Management
Adaptability
Teamwork
Problem Solving

ACHIEVEMENTS

Silver Spirit Award ••• July 2018
Silver Spirit Award ••• January 2021

WORK EXPERIENCE

Lead Guest Services Representative ••• Point Place Casino

Bridgeport, NY ••• October 2019-present
Supervised department of roughly ten employees and trained new hires. Resolved issues in a timely and professional manner. Consistently distributed rewards and comps. Conducted promotional drawings and assisted with giveaways. Handled roughly \$1,200 in cash, credit, and comp cigarette sales daily. Maintained inventory to provide accurate counts for finance and ensure product was fully stocked.

Guest Services Representative ••• YBR Casino and Sports Book

Chittenango, NY ••• May 2015-October 2019
Reviewed account information for accuracy and issued player cards for multiple guests daily. Answered inquires about rewards and promotions. Greeted bus tours and issued corresponding offers. Aided supervisor with promotions and giveaways.

Hostess ••• Texas Roadhouse

DeWitt, NY ••• October 2014-May 2015
Greeted guests and escorted them to their tables. Entered to-go orders into the POS and assembled for pick-up. Monitored dining area for tables that needed cleaning, set tables, and let staff know when seating was available. Gave customers an estimated wait time during rush hour.

Graphic Designer ••• Heroes of Baseball Wax Museum

Cooperstown, NY ••• May 2014-September 2014
Engraved baseballs and prepared, printed, and painted personalized bats for multiple youth team members within the guaranteed 24-hour turnover rate. Utilized InDesign to create and print customized T-shirts. Operated registers for gift shop and museum.

Night Host ••• SUNY Oneonta

Oneonta, NY ••• September 2011-December 2013
Checked residents' I.D.s when they entered the dorm, signed guests in, and collaborated with the Resident Advisors, Resident Director, and University Police to ensure the residents' safety.

Administrative Assistant ••• Ameriprise Financial Services

Canastota, NY ••• April 2008-August 2010
Filed, shredded, and photocopied requested documents, answered the phone and recorded messages, and opened and logged the mail.