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| Jane Smith | | |
| Summary  Dedicated Usher with over 3 years of experience in managing guest experiences at various events. Proven ability to handle high-pressure situations while maintaining a friendly demeanor and ensuring customer satisfaction.  Work Experience  **Usher Supervisor Jun 2021 – Present**  City Concert Hall New York, NY   * Supervised a team of ushers, ensuring efficient guest flow and safety protocols. * Improved guest satisfaction scores by 20% through staff training and enhanced service delivery.   **Usher Jan 2019 – May 2021**  Broadway Theater New York, NY   * Managed seating arrangements for a capacity of 1,000+ guests, ensuring timely entry. * Resolved guest complaints effectively, resulting in positive reviews and repeat attendance.   Education Associate Degree: Hospitality Management Jan 2018 *New York Community College**New York, NY*  certifications   * CPR and First Aid Certification – American Red Cross – 2021 | Contact  (555) 987-6543  jane.smith@example.com  New York, NY 10001  Skills  Guest Relations  Event Coordination  Safety Procedures  Leadership  Effective Communication  Time Management  Problem Solving  First Aid Certification |