Austin Benoit

757-773-5021 | | benoitaustin10@gmail.com | Chesapeake, Virginia 23324

**Skills**

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| --- | --- |
| * Customer Relationship Management
* Team Collaboration
* Proficient in Microsoft Excel and Word
 | * Strong Communication and Interpersonal
* Dependable and Flexible
* CRM and SAP fluent
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**Experience:**

**Inside Sales Support, STIHL Inc.**

June 2024- Current

* Managed a high volume of incoming calls and emails, effectively prioritizing tasks to ensure timely responses and resolutions.
* Utilized CRM software to track customer interactions, ensuring accurate and efficient service delivery.

 **Guest Flow Team, Walt Disney World (Disney College Program Internship)**
*August 2023 - March 2024*

* Ensured safety protocols for cast members and guests in a high-traffic environment, enhancing guest satisfaction.
* Maintained smooth daily operations while collaborating with a diverse team, responding to inquiries from guests around the world.

**SeaWorld Leadership Intern**
*May 2023 - August 2023, Orlando, FL*

* Developed leadership skills by managing and training a team of new hires, improving operational efficiency.
* Handled cash transactions of up to $10,000, utilizing Excel for financial reporting.

**Recreation Team, Walt Disney World (Disney College Program Internship)**
*June 2022 - January 2023, Orlando, FL*

* Monitored guest safety and rules, ensuring a safe environment for over 500 guests daily.
* Responded to emergencies with CPR and first aid, demonstrating quick decision-making and leadership skills.

**HVAC Assistant, Ground Up Construction**
*January 2018 - January 2021, Chesapeake, VA*

* Maintained safety in compliance with HVAC guidelines, contributing to zero accidents.
* Diagnosed and repaired HVAC systems, enhancing customer satisfaction.

**College Athlete, Football, Christopher Newport University**

* Competed at a high level in football, demonstrating teamwork and commitment.
* Developed time management skills by balancing academics and training.

 **Education:**

**Old Dominion University**
Currently pursuing a degree in Communications and Business Administration (Expected Graduation: Summer 2025)

**Oscar F. Smith High School, Chesapeake, VA**
High School Diploma, June 2019