

Lucas Bishop

Studying Marine Biology

Contact

Address

Norfolk, Virginia, 23508

Phone

6812209134

E-mail

lukehero11@gmail.com

Skills

Dependable and Responsible

Excellent

Organization and Time Management

Very Good

Good Telephone Etiquette

Excellent

Multitasking Abilities

Excellent

Analytical and Critical Thinking

Very Good

PPE Compliance

Excellent

Technical Support

Excellent

Dedicated with excellent experience in industry. Maintains professional appearance and demeanor and expertly completes assigned tasks with focus on quality. Dependable and quick-learning team player with effective communication and organization skills. Highly organized Front Desk Receptionist with exemplary multitasking, time management and customer service skills. Responsible professional willing to go extra mile to assist others with solving problems. Ranger experienced with promoting park patron satisfaction and safety. Seasoned user of land navigation techniques and safe wildlife handling. Worked in multiple seasons and successfully met public safety, education and security challenges. Friendly and reliable, offering unmatched customer service and workplace focus. Quick and accurate in cash and card transactions with excellent multi-tasking aptitude.

Work History

2021-08 -
Current

Esports Team Manager

Old Dominion University Student Rec Center, Norfolk, VA

- Introduced customers to esports amenities with pleasant and helpful demeanor.
- Used internal software to process reservations, check-ins and check-outs.
- Greeted guests at front desk and engaged in pleasant conversations while managing check-in process.
- Resolved customer issues quickly and notified supervisor immediately when problems escalated.
- Found out the solution to the problems with the computers.

2022-05 -
2022-08

Front Desk Receptionist

Ymca Of Southern West Virginia, Beckley, WV

- Maintained files and records by implementing effective filing systems that boosted efficiency and organization.
- Answered multi-line phone system to respond to inquiries and transfer calls to correct departments and personnel.
- Collected room deposits, fees and payments.
- Introduced customers to resort amenities with

Verbal and written communication

Excellent

File management

Very Good

Cash Handling

Excellent

Visitor relations

Excellent

Languages

Spanish

Good

- pleasant and helpful demeanor.
- Greeted guests at front desk and engaged in pleasant conversations while managing check-in process.
 - Used internal software to process reservations, check-ins and check-outs.

2018-05 -
2021-08

Interpretive Park Ranger

New River National Park & Preserve, Lansing, WV

- Enforced laws and regulations within parks for campgrounds, trails, nature preserves and roadways.
- Educated visitors on area wildlife and regional history during tours and presentations.
- Helped guide tours for park visitors with focus on informative and safe visits.
- Provided information and guidance for park visitors, answered questions and inquiries and suggested trails for hiking.

Education

2017-08 -
2020-05

High School Diploma

Independence High School - Coal City, WV

2020-08 -
Current

Bachelor of Science: Marine Biology

Old Dominion University - Norfolk, VA