

Vance Hall

417-880-1012

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PROFILE

- Outgoing goal-driven achiever with valuable skills obtained in completion of internships, current positions, and degree program
- Strong organizational, communication, and technological skills
- Persistence for perpetual improvement in life and business

EDUCATION **Missouri State University Springfield, MO**

- Bachelors of Science in Entertainment Management
- Event and Venue Management, Media Relations, Marketing

INTERNSHIPS **Gillioz Theatre May 2010-August 2010, Springfield, MO (New Media)**

- Developed new website for theatre (<http://www.gillioz.org>)
- Assisted in booking process for entertainment
- Participated in gaining and engaging new customer bases through Social Media
- Gained experience in how to take an event from start to finish
- Acquired position as Box Office Manager

Disney College Program January 2007-May 2007 (College Program Cast Member)

- Enhanced customer service skill set by becoming a leader in a fast paced, diverse, heavy guest contact environment
- Managed responsibilities between five quick service restaurants
- Upheld Disney's strong value system

EXPERIENCE **Gillioz Theatre August 2010-Present, Springfield, MO (Box Office/Marketing Manager)**

- Staff Box Office and Front of House with volunteers and paid employees
- Developed and implemented cash accounting systems in Box Office
- Create content for website, ticketing system, and social media

Dillon's May 2005 – April 2011, Springfield, MO (Customer Service Coordinator)

- Provided world class customer service
- Basic store accounting for front end
- Supervised and delegated work to other front end employees
- Upheld integrity of store by improving customer relations and communicating effectively with management

PROFESSIONAL SKILLS

AND QUALIFICATIONS

- Very strong computer skills including: Microsoft Office Suite, WordPress (Website Design), and Social Media
- World class customer service skills obtained in work experience that always puts the customer first and delivers results within the company's vision and mission