

# Otelia Mcgregory

Recreational Facility Attendant

## Profile

I am a Recreational Facility Attendant with over 4 years of experience in the industry. I have worked at various facilities and have gained a wealth of knowledge in the area. I am passionate about providing excellent customer service and ensuring that all patrons enjoy their time at the facility. I am reliable, punctual, and work well under pressure. I would be an asset to any team and look forward to contributing to your organisation

## Employment History

### Recreational Facility Manager at Flaming Gorge Resort, WY

Mar 2022 - Present

- Greeted and registered guests in a friendly and efficient manner.
- Demonstrated expert knowledge of all recreation equipment and properly instructed guests on its use.
- Monitored guest safety at all times and took proactive measures to prevent accidents from occurring.
- Actively engaged with guests to ensure they were having a positive experience.
- Consistently provided excellent customer service, which resulted in high satisfaction ratings from survey responses.
- Recognized by management as Employee of the Month for exemplary performance on three occasions.

### Recreational Facility Supervisor at Curt Gowdy State Park, WY

Aug 2018 - Feb 2022

- Answered phone calls and provided information to guests about the facility.
- Greeted guests as they arrived and helped them find their way around the facility.
- Monitored recreational activities to ensure safety of participants.
- Assisted in setting up and tearing down facilities for special events.
- Trained new staff members on proper procedures and etiquette.

## Education

### High School Diploma at Cheyenne East High School

Aug 2014 - May 2018

## Certificates

### CPR (Cardiopulmonary Resuscitation)

Nov 2020

### AED (Automated External Defibrillator) Certification

Jul 2019

### First Aid

Feb 2018

## Details

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201-681-3686

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## Links

[linkedin.com/in/oteliamacgregory](https://www.linkedin.com/in/oteliamacgregory)

## Skills

Communication

Customer service

Interpersonal skills

Basic maintenance and repair skills

First aid and CPR certified

Ability to work independently

Time management

## Languages

English

Arabic