

Nathanael Henry Berends

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CustomerServiceResume

Skills&Qualifications

Software: SMS|Host//Springer-Miller, Microsoft Office, Final Cut Studio, Adobe Creative Suite 3, Adobe Dreamweaver, Ticketmaster IceFish, Windows XP and Mac OS X

WorkExperience

Front Desk Agent ARAMARK/Harrison Lodging; Denali Nat. Park, Alaska

- Assisted resort guests in the creation and booking of excursion itineraries; booked accommodations
- Worked effectively in a team-oriented workplace; actively assisted in guest retention
- Communicated regularly and effectively with third-party vendors and tour operators

Student Admission Representative Seattle Pacific University

- Oriented prospective students and families; led 120-minute tours; answered visitor questions
- Effectively managed and routed telephone, fax, and e-mail communication; maintained databases

Box Office Agent Qwest Field (NFL, MLS) & WaMu Theatre/Event Center

- Provided excellent customer service to attendees of the 67,000-seat Qwest Field & 250,000 SF Qwest Field Event Center & Washington Mutual Theatre

Box Office Agent Seattle Supersonics (NBA) & Seattle Storm (WNBA)

- Provided excellent customer service to attendees of the 17,774-seat Key Arena

Business Manager Emerson Independent Video

- Handled all business transactions for 250-member production organization
- Accounted for, allocated and distributed +\$50,000 in production budgets to 40+ productions
- Managed day-to-day official business, including the filing and fulfillment of work-orders and requisitions

FormalEducation

BA Education & Theology

Seattle Pacific University, Seattle WA

Commencement

June 2009

BA Marketing & TV/Video Production

Emerson College, Boston MA

Transferred to SPU

96 Credits Completed

Awards&Honors

3rd Place

2007 College EMMY Awards

3/07

Best College TV Weathercast

Associated Press/RTNDA Awards

3/07

Best College TV Newscast

Associated Press/RTNDA Awards

3/07

Best College Public Affairs Radio News Program

Associated Press/RTNDA Awards

3/06

Certifications

Lifeguard/First Aid

American Red Cross

Issued Expires

5/1/07 5/1/10

Additional materials available at www.nateberends.com