**Joshua Curry**

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**EXECUTIVE SUMMARY**

Current marketing major at the University of Central Florida with 5 years of customer service experience who is skilled at communicating effectively to make sure guests are knowledgeable about their visit. Great at communicating with customers to get the job done correctly and efficiently to ensure repeat business. Proven ability to lead others who are less knowledgeable and ensure their success to influence employee relationships.

**EDUCATION**

**University of Central Florida**, Orlando, FL **May 2025**

Bachelor of Science in Business Administration, Marketing

Official Member of the UCF Professional Selling Program

**RELEVANT COURSEWORK**

* Business Finance
* Career Planning & Financial Planning
* Consumer Behavior
* Marketing
* Professional Selling
* Marketing Analysis

**PROFESSIONAL EXPERIENCE**

**Universal Orlando**– Orlando, FL **July 2021-Present**

Valet Attendant

* Direct Team Members and guests to the correct locations.
* Build a rapport with guests while providing them with the information they need and filling out their Valet ticket.
* Assist the guest with any directions or questions and give suggestions to boost their experience at the parks or dinner.
* Direct a Team Member to collect the vehicle and park it safely in the garage.
* When the guest returns, run to their vehicle, and bring it to them swiftly and safely. Greet them once again and build more rapport to ensure their return to the park.

**Dick’s Sporting Goods**– Orlando, FL **June 2020-July 2021**

Versatile Teammate

* Welcomed the guests into the store with a smile and asked if they needed assistance.
* Knowledgeable in a plethora of sports to assist customers with any questions.
* Could be used as a cashier when need be and improved the store’s membership applicants by 10%, earning Team member of the Month.
* Worked all over the store including packing orders and prepped them for shipping.
* Taught fellow Team mates on how to talk to customers about lesser-known sports.

**Walt Disney World Dolphin Resort**– Orlando, FL **December 2018 – March 2020** Valet Attendant

* Directed guests to the proper spots with constant and concise communication with Team Members.
* Filled out the proper valet ticket for the guest quickly and efficiently.
* Spoke to the guest and built a rapport with them while unloading their luggage.
* Assisted the guest with any directions or questions and gave suggestions to boost their experience on vacation.
* When the guest returned, ran to their vehicle, and brought it to them swiftly and safely. Addressed them once again and built more rapport to ensure their return.

**Additional Information**

* **Computer Skills:** Microsoft Word, PowerPoint, Excel, and Adobe Premiere Pro
* **Certifications:** Microsoft Excel