

# AMANDA VANDERPUTTEN

## Professional Summary

Mid-level Customer Service specialist with six years of guest relations and event hospitality experience in the musical theater, sports, and live entertainment industry. Successfully manages concerns and resolves conflicts to maximize customer satisfaction. Offers strong background in customer service and communication skills. Motivated to learn, grow, and excel in a music school, theatre, or sports related field with opportunities such as a Ticketing Sales Representative, Guest Services/ Box Office Associate, or Front Desk/Office Receptionist.

## Work History

### Bergen Performing Arts Center - Production Artist Runner/Hospitality Assistant

Englewood, NJ

05/2023 - Current

- Coordinate and deliver food and beverage to band or talent; by processing payments through cash and credit cards
- Main point of contact between Managers and Musical Artists
- Perform opening/running/closing side duties according to company policies
- Transport artists and crew as needed to desired locations
- Set Up and Maintain backstage areas such as green room and dressing rooms
- Ensure stage and backstage areas are clean and organized

### MetLife Stadium - Guest Service Representative

East Rutherford, NJ

07/2022 - Current

- Coordinates with team members and assist in helping each other with customers needs
- Inform customers about venue policies and procedures
- Answer and conflict resolution with customers concern's and question's
- Provide safety and protection for customers at every section of the stadium
- Awarded August 2022 & July 2023 Home Card for outstanding customer service

### Shea Center for the Performing Arts - Usher/Ticketing Assistant

Wayne, NJ

08/2021 - Current

- Check and scanning tickets and help customers with their seats
- Hand out programs, brochures, and other materials when needed
- Inform guests about locations of restrooms, refreshments, and exits
- Assist patrons with seating by giving directions and lighting paths
- Greet customers with a smile and provide friendly, knowledgeable service.
- Trained new ushers accordingly

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## Websites, Portfolios, Profiles

- <https://soundcloud.com/amanda-vanderputten>
- <https://www.youtube.com/@alwayspopular1992/about>
- <https://www.linkedin.com/in/amandavanderputten-92876916b/>

## Skills

- Customer Service
- Verbal and Written Communication
- Cash Handling/Sales Expertise
- Computer Literate
- Phone and Email Etiquette
- Payment Processing
- POS Systems
- Conflict Resolution
- Adaptability and Flexibility
- MS Office Suite
- Organization

## Education

01/2021

### Ramapo College of New Jersey

Mahwah, NJ

Bachelor of Arts: Music Production

01/2016

### Passaic County Community College

Paterson, NJ

Associate of Arts: Musical Studies

## **Green House Recording Studio - Recording Studio Intern**

Lyndhurst, NJ

07/2021-10/2021

- Helped engineers, managers, and musicians with their many session needs
- Greeted customers and provided outstanding customer service; gave tours of studio
- Observed sound engineers at work while learning about new plugins such as Waves, Fab Filter, Universal Audio, and Autotune
- Kept studios clean, organized, and looking nice before and after each session

## **Bach To Rock - America's Music School - Audio Engineer/ Administrative Assistant Intern**

Wayne, NJ

08/2020 - 11/2020

- Prepared for recording sessions by using Pro Tools and setting up microphones
- Captured and recorded audio using standard field audio equipment
- Welcomed visitors, screened incoming calls, sent emails, assisted with scheduling, and alerted Administrative Assistant to priority matters
- Executed Social Media accounts and Coordinated with others in Marketing and Promoting events

## ***Awards***

Awarded H.O.M.E Card for  
Outstanding Customer Service