

# Sarina Henderson

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## Education

Bachelor of Science, Psychology minor in Leadership Development

**Troy University – Troy, AL | August 2013 – May 2017**

## Skills & Strengths

- Microsoft Office (10+ years)
  - Help Desk & Technical Support
  - Customer Service & Communications
  - Attention to Detail & Problem Solving
  - Team Collaboration & Servant Leadership
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- *Versatile, flexible, and adaptable with the ability to reach high productivity levels in fast-paced environments and new or demanding assignments.*
  - *Proficient communication across diverse backgrounds and effective rapport building.*
  - *Excellent customer service skills and a proven track record of ensuring customer satisfaction.*
  - *Jumping back into the world of employment after recovery from a health condition that I battled and won!*

## Work Experience

### **Casting/Production Intern**

Tyler Studios – Duluth, GA 30097

May 2024 – September 2024

- Worked directly with the owner of the production company on various casting tasks, including talent scouting, audition scheduling, and organizing callbacks.
- Managed casting breakdowns, ensuring clarity and detail for all role descriptions.
- Communicated with agents and talent regarding availability, submissions, and audition materials.
- Assisted with script analysis to ensure actors fit the roles being cast.
- Collaborated closely with production teams to meet casting and production needs within tight deadlines.
- Interned as a producer on set, coordinating day-to-day production activities, supporting the director, and ensuring the smooth flow of operations during filming.
- Provided feedback on actor performances and contributed to casting decisions, as well as production problem-solving and logistical planning.

### **Flight Attendant**

Frontier Airlines - Orlando, FL  
April 2019 to September 2022

- Prioritized the safety and comfort of all passengers.
- Followed and respected all aviation rules and regulations.
- Administered safety checks before flight.
- Aided passengers and cabin crew during emergency situations.
- Greeted and communicated with passengers.
- Provided help to passengers with special needs (children, disabled persons, elders etc.)
- Prepared and served drinks and food to passengers.
- Presented emergency equipment and gave instructions to passengers on how to use this equipment.
- Monitored, managed and secured the cabin.
- Prepared and submitted reports on flight incidents.

### **Group Administrative Assistant**

VACATION EXPRESS - Atlanta, GA  
September 2018 to April 2019

- Prepared quote requests and followed up on them.
- Processed and reported deviations and cancellations to the hotels.
- Communicated with the in-network hotels and patrons.
- Assisted sales team in various departments.
- Created and updated templates for various groups.
- Completed administrative tasks for assigned groups.

### **College Program Intern**

Walt Disney Parks and Resorts - Orlando, FL  
August 2017 to September 2018

- Effectively and quickly built rapport and communicated with diverse cast members, families, and other deserving guests.
- Made sure to assess and satisfy their needs while vacationing with Disney.
- Marketed and advertised a variety of Disney products to consumers to drive sales.
- Ensured the sales floor was stocked with Disney merchandise for the purpose of sales and visual appeal.
- Attended seminars and workshops, including Leadership 101 and Disney Heritage.

### **Help Desk Operator**

Troy University Information & Technology Dept. - Troy, AL  
June 2015 to July 2017

- Provided basic troubleshooting for computer problems and referred clients to Tier 2 support if unable to resolve technical issues.
- Educated callers on Helpdesk and assisted them in creating individual Helpdesk accounts.
- Submitted tickets and utilized support tools: submit, review, update, and close tickets for callers as needed.
- Provided appropriate referrals for clients if issues could not be supported by IT operators.
- Rotated and logged backup tapes in accordance to training guidelines.
- Directed callers to the online knowledge base and other resources for additional support when applicable.

### **Extended Day Counselor**

Troy Elementary School - Troy, AL  
August 2012 to May 2015

- Planned/implemented appropriate extracurricular activities for children ranging from pre-K to 6th grade with the intended goal of promoting positive socialization, positive and negative reinforcement, inclusion, and exposure to diversity and love.
- Supervised children during homework assignments, recreational outdoor activities and ensured that they are following safe practices.

