

Jacoya N. Miller

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SKILLS: Strong candidate with experience with logistics, operations, brand ambassador, customer service and administrative support. Exceptional skills in problem solving, accuracy, multitasking, and communication.

EXPERIENCE:

Barclays Center, Brooklyn NY

July 2022 - October 2024

VIP Guest Services

- Greeted guests as they enter Barclays Center and maintain pleasant, friendly and professional demeanor with guests and staff at all times.
- Ensured all guests have a proper ticket/credential. Provided accurate directions to the various clubs, suites, special hospitality locations, and all premium areas of the building.
- Served in central hubs of guest communication, (i.e. VIP Concierge Desks and VIP Entryway), responding to guest complaints, questions, and comments, administering Guest Services programs, and distributing publications.
- Operated elevators in a safe manner and ensured that only guests with proper tickets are allowed access to particular levels. Perform a variety of duties, often changing from one task to another, without the loss of efficiency or composure.

ATN Staffing, New York NY

September 2021 - Present

Brand Ambassador

- Promote well-known brands through field marketing programs by engaging with consumers and guests.
- Assist guests with interactive activities (games, contests, photo booth, social media engagement, sampling tables, VR experiences)
- Greet/hostess duties, event registration/desk attendant
- Organize and assemble of swag bags and branded giveaway items
- Brand demonstrations, directional assistance and line control
- Product sampling preparation and distribution

JetBlue Airlines, Queens NY

August 2021 - Present

Airport Operations

- Managing all aspects of a guest air reservation in Sabre including new reservations, rebooking, seat assignment, standby cancellations, refunds, upgrades, and gate operations.
- Update client information in database. Processes travel requests for deposits and payments.
- Creates and processes accurate invoice using Sabre GDS, and back-office systems.
- Advise customers of all airlines, government rules, regulations, entry and exit requirements.
- Provide consultative advice, solutions and recommendations to customers in person.
- Manage booking process through the ticketing/order fulfillment in person and over phone.

Accelify Brooklyn, NY

July 2016 – October 2016

Operations Associate

- Provided technical support via phone, email and live chat through Zendesk.
- Coordinated on-site and web-based software and program training for client school districts.
- Developed training documentation and materials (written, video-based).
- Troubleshooted customers with walk-throughs, webinars and on-site system training.
- Performed Account Management duties including customized support, account reviews.

The New York City Dept of Education, Brooklyn New York

December 2014 – July 2016

Field Enrollment Specialist

- Located, modified student information in applicant tracking systems (ATS in office and in field).
- Troubleshooted, resolved escalation calls, technical issues with parents and school staff.
- Reset passwords, created/inactivated user accounts, and assist with logging into their portal.
- Documented customer interaction incidents on incoming calls into a service request.

HR Block, Brooklyn, New York

December 2008 - April 2011

Client Services Professional

- Use the computer with the Appointment Manager software to schedule, confirm, reschedule, and manage all appointments.
- Welcomed all clients, identified, and addressed all the client's needs.
- Identify front desk service barriers and proactively offered solutions..
- Owned resolution of client issues, using appropriate escalation process, as needed.

EDUCATION:

SUNY Empire State College, New York

Bachelor's in Human Resources Administration, May 2024

City AS School, Brooklyn, New York

High School Diploma – Graduated, April 2011