

# Natalie R. Thompson

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## CAREER OBJECTIVE:

Highly motivated and passionate music college student with a strong desire to secure employment as a Bartender in a high end environment utilizing outstanding customer service orientation and friendly demeanor in providing bar and liquor service to guests in a timely and accurate manner.

## SUMMARY OF SKILLS

- Known for effective communication and quick thinking, adept at working both collaboratively and independently in fast-paced environments.
- Demonstrates a consistently positive and friendly demeanor, coupled with a commitment to achieving business goals.
- strong multitasker who thrives in high pressure working environments.
- experience in working as a bartender, server, and barista
- Community service-oriented, with a collaborative approach, this music college student is eager to leverage skills and contribute to the success of a dynamic bar environment.
- Possesses a diverse skill set encompassing customer service, research, and administration.

## EDUCATION

**Texas Southern University**, Houston, Texas

Fall 2021-Present

**Bachelor of Arts in Music**

Scholarship awarded

**Houston Community College**, Houston, Texas

Spring 2020-2021

**Louisiana State University**, Baton Rouge, Louisiana

Fall 2018 - Fall 2019

**Area of Concentration:** Voice

**Genre:** Operatic, Classical and Gospel (Soprano)

Four-year Music Scholarship awarded

## WORK EXPERIENCE (Seasonal and Part-time)

**UHAUL Storage** -Present

**Houston, Texas**

**Customer Service Representative**

- a U-Haul center with U-Haul products and services.
- Use smartphone-based U-Scan technology to manage rentals and inventory.
- Move and hook up U-Haul trucks and trailers.
- Clean and inspect equipment on the lot including checking fluid levels.
- Answer questions and educate customers regarding products and services.
- Prepare rental invoices and accept equipment returned from rental.
- Install hitches and trailer wiring.

**Second Slice Sandwich**

**Houston, Texas**

**Cashier/ Team member**, 2023-2024

- Executed precise money handling procedures to ensure accurate transactions and financial accountability.
- Implemented food safety protocols, meticulously logging data to maintain compliance and track inventory.
- Spearheaded efficient inventory management practices, optimizing stock levels and minimizing discrepancies.
- Continuously uphold responsibilities for money handling, food safety, and inventory management.

**Hungry Like The Wolf**

**Houston, Texas**

**Bartender**, August-December 2023

- prepares and maintains ingredients by following recipes.
- Adheres to proper alcohol handling, sanitation and safety procedures, and maintains appropriate dating, labeling and rotation of all beverage items.

- Operated cash register and credit card verification machines for patron payment processing.

**Houston, Texas**

## **American Music Academy**

**Houston, Texas**

### **Voice/ Piano Instructor** -Present

- Cultivated a dynamic learning environment by offering comprehensive vocal coaching to students spanning from middle school to adults.
- Meticulously prepared students for various performances, auditions, and recitals, fostering their musical growth and confidence.

## **Free Lance**

### **Vocal Performer, Songwriter, Voice Coach**, 2017-Present

**Houston, Texas**

- Captivated audiences with soulful performances at diverse special occasions, showcasing versatility in genres such as Jazz, Gospel, Hymnals, Alternative R&B, and R&B.
- Facilitated individualized voice lessons, tailoring instruction to the unique needs of each student and nurturing their vocal capabilities.
- Orchestrated engaging voice clinics, equipping singers with the skills and confidence needed to excel in auditions and performances.
- Performed in *Texas: Austin, Dallas, Houston; Oklahoma: OKC*)

## **Texas Southern University**

**Houston, Texas**

### Game Room Attendant, September 2021 – 2022

- Managed the weekend operations of the entire building, overseeing facilities such as the cafeteria, game room, campus lactation room, and the campus student media office (newspaper).
- Prepared rooms for special events in the presidential suite, faculty cafe, and lounge, ensuring a conducive environment.
- Monitored the game room, including the bowling hall, while on duty to maintain a safe and enjoyable experience for participants.
- Facilitated the checkout process for games, controllers, pool balls, ping pong paddles, and other equipment, providing a seamless experience for participants.
- Maintained the neatness and organization of the game room, contributing to a welcoming atmosphere for users.
- Assisted in the ongoing maintenance of an updated inventory of games and supplies, ensuring availability and orderliness.
- Responded effectively to emergency situations, utilizing first responder training to address incidents and ensure the safety of participants and facilities.

## **University of Houston**

**Houston, Texas**

### UH Information Technology Assistant, Summer 2021 (seasonal)

- Monitored Wi-Fi and internet strength in various buildings and community areas on campus
- Distributed and tracked internet surveys to improve Wi-Fi connections for students, faculty and staff

## **Census Bureau**

**Houston, Texas**

### Numerator, August 2020-October 2020

- Conducted thorough household counts, demonstrating proficiency in accurately enumerating and documenting the number of individuals in each residence. Played a key role in ensuring meticulous and comprehensive data collection for census purposes, thereby contributing significantly to the overall accuracy of population statistics. Leveraged strong cultural competency skills to effectively engage and collaborate with diverse households during the enumeration process.

## **LSU Foundation**

**Baton Rouge, Louisiana**

### Student Caller, September 2019- December 2019

- Conducted outbound calls to LSU alumni with the aim of raising funds to support operational activities at LSU, including contributions towards scholarships and awards.

- Engaged alumni in meaningful conversations to highlight the impact of their potential contributions on the university's operational needs, scholarships, and awards.
- Effectively communicated information about ongoing initiatives, projects, and the overall mission of the LSU Foundation to encourage alumni support.
- Cultivated positive relationships with alumni, fostering a sense of connection and loyalty to encourage continued and increased support for LSU.
- Worked towards achieving fundraising targets and goals set by the LSU Foundation through persuasive communication and relationship-building skills.
- Maintained accurate and up-to-date records of calls, pledges, and donor information using relevant databases or systems.
- Provided excellent customer service by addressing inquiries, expressing gratitude for contributions, and ensuring a positive experience for alumni donors.

### **Pentagon Residential Hall**

### **Baton Rouge, Louisiana**

LSU Desk Assistant, August 2019- October 2019

- Provided support and guidance to fellow students within the residence hall. This involves addressing concerns, offering advice, and creating a positive and inclusive living environment. RAs often serve as a resource for students dealing with academic, personal, or interpersonal challenges.
- Organized and implemented various programs and activities aimed at building connections among residents. Whether it's social events, educational workshops, or community service initiatives, RAs contribute to creating a vibrant and engaging living experience for students.
- First responder in crisis situations, providing support, and coordinating appropriate resources. Distributed of auxiliary keys and security throughout day and night.

**Hydroshack Hydroponics**, Cashier, June 2018- August 2018

- Responsible for upkeep of shop, restock, and cash register.

### **LEADERSHIP AND INVOLVEMENT**

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- Texas Southern University singer and choir
  - The Wiz: The Super Soul Musical Production, Fall 2021
- Louisiana Southern University
  - LSU A Capella Choir, singer and ambassador, Fall 2018 - 2019
  - Black Student Union, member, Fall 2018-2019
  - Phi Beta Sigma Pageant Contestant, Spring 2019

### **COMMUNITY SERVICE EXPERIENCE**

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- UH University Career Services, Volunteer, 2015- present
- George Floyd March, June 2020
- MLK Day of Service at LSU volunteer, Spring 2019
- IRIS Domestic Violence volunteer, Spring 2019
- LSU LEGACY Campaign volunteer, Spring 2019
- Dressing the Dream Prom dress event volunteer, spring 2018
- Hurricane Harvey volunteer, Houston Food Bank, summer 2017
- Best Buddies Friendship Walk – UH Campus, 2017
- Lemonade Day participant-completed entrepreneurial curriculum, 2017
- March of Dimes, 2016
- Choral Choir Entertainment at Senior Living Nursing homes, 2015-2018

### **ADDITIONAL SKILLS**

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- TABC Certified
- Food handler license
- Perform songs in German, French, Farcie, Portuguese, Italian, Spanish and English
- Modeling: completed Barbizon training;
- Acting: completed Charnelle Brown (from Different World Sitcom)
- Computer: Microsoft Word, PowerPoint, Excel and PowerPoint