

Shacora Hamdi

Recreational Facility Specialist

Details

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2236 Benton St, Duluth, MN 55803

Profile

I have over 1 year of experience as a Recreational Facility Specialist. I am responsible for the planning, organization, and implementation of recreation programs and services in a variety of settings. I have excellent customer service skills and enjoy working with people of all ages. I am also CPR/First Aid certified.

Employment History

Recreational Facility Specialist at Centennial Lakes Park, MN

Apr 2022 - Present

- Led a team of 5 in the development and implementation of new recreation programs, which increased participation by 20%.
- Monitored trends and developed innovative marketing strategies that resulted in a 15% increase in membership.
- Demonstrated exceptional customer service skills by resolving complaints for 98% of members who approached me.
- Negotiated contracts with vendors that saved the company \$5,000 over the course of 6 months.
- Trained and supervised a staff of 10 part-time employees.
- Planned and executed special events such as holiday parties and summer BBQs for 500+ people.

Recreational Facility Specialist II at Como Park Zoo and Conservatory, MN

Jul 2021 - Feb 2022

- Led a team of 5 in organizing and executing monthly events for 200+ members, resulting in increased member satisfaction by 15%.
- Created and implemented new marketing strategy which resulted in an increase of membership sales by 10% within the first month.
- Negotiated with vendors to secure discounts on supplies and equipment, saving the company \$5,000 over 6 months.
- Trained and supervised 3 staff members on customer service best practices, leading to improved interactions with customers/clients.
- Developed positive relationships with local businesses to promote cross-promotional opportunities, generating additional revenue streams.
- Wrote grants totaling \$20,000 which were approved for funding recreational programs offered at the facility.

Education

High School Diploma at Roseville Area High School, Roseville, MN

Sep 2016 - May 2021

I have learned how to read, write, and do math while studying for my High School Diploma.