

# ALAYNE HOFFMAN

 alayne.hoffman17@gmail.com

 (865) 809-8985

 Knoxville, TN 37921

## PROFESSIONAL SUMMARY

Energetic individual with enthusiasm and aspiration to work hard. Punctual, reliable and an expert in assisting customers, multitasking, and handling high-volume work.

## SKILLS

- Customer service oriented
- Business development
- Customer relationships
- Strong communication skills
- Collaborative team player
- Strong work ethic
- Detail-oriented
- Proficient in Microsoft Office
- Social and New Media

## EDUCATION

**University of Tennessee**  
Knoxville, TN • 05/25  
**Bachelors in Hospitality  
Management**

**Pellissippi State Community  
College**  
Knoxville, TN • 05/2019

**Associate of Science:** Business  
Management - Hospitality

**West High School**  
Knoxville, TN • 05/2016

**Diploma:** Business and Fine Art Elective  
Focus

## EXPERIENCE

### University of Tennessee 02/23 - Current

#### Accounting and Information Management/ Administrative Associate

Manage daily operations of department with emphasis on providing assistance to faculty, senior administrative personnel, and student organizations. Key operational tasks include (but are not limited to):

- Create travel requests and processing travel reimbursements
- Keep faculty informed about fiscal and travel policies, enforce compliance and maintain travel expense data
- Supervise student workers
- Assist with graduate and undergraduate program activities
- Support student organization projects and events
- Process department invoices and petty cash
- Coordinate conference room space and room reservations
- Maintain computer inventory records
- Monitor supply/equipment inventory
- Proctor quizzes/exams when needed, including delivering exams to SDS when requested
- Supervise new employee on-boarding process

Assist lead department staff person with planning and execution of department special events. Welcome guests and maintain relationships with key external parties (e.g., alumni, recruiters, guest speakers). Key relationship building tasks include (but are not limited to)

- Make travel arrangements and process travel reimbursements for guest travelers
- Order parking passes for guests as needed
- Respond to telephone, email, and in-person department inquiries from students, staff, faculty, alumni, and others as appropriate
- Continuously monitor and update AIM Alumni Linked In page
- Maintain current alumni data

### University of Tennessee 11/21 - 02/23

#### Senior Fee Control Clerk / Special Event Parking

- Provide parking service support for academic, athletic, special events and public service programs on campus.
- Manage parking areas by issuing permits, verifying and revising online computer programs for citation violations issued by the university.
- Post and reconcile online account payments.
- Staff parking lot/garage for sporting and special events
- Responsible for selling parking tickets, reconciling ticket count/cash and scanning parking permits

## REFERENCES

- Elizabeth Edmonds  
buff.edmonds@gmail.com  
(865) 368-7523
- Donna Collier  
dcollier@utk.edu  
(865) 405-2701
- Brooke Gibbs  
alainabgibbs@gmail.com  
(865) 805-6385
- Paul Romero  
paul.romero@knoxschools.org  
(865) 386-7719

### **Tennessee Athletic Hospitality 08/20 - Current Suite Ambassador / FANgineer**

- Welcome and greet guests while simultaneously working very closely with game-day security to protect the exclusivity of the premium areas by validating tickets, ensuring guests have their proper wristband, and are being directed to their designated seat location.
- Prep and prepare assigned areas prior to guest arrival to ensure the premium areas are tidy and welcoming.
- Be a liaison between the guests & the management team by quickly acting upon and fulfilling requests or complaints from guests, answering questions, and reporting feedback.
- Maintain the appearance of each premium space by tidying up messes, replenishing ice, and following a duty checklist.
- Identify opportunities to make lasting memories for our guests.
- Be familiar with the layout of the premium spaces as you may be on the elevator taking guests to their designated floors.
- Be knowledgeable of policies & procedures for each assigned area.
- Be aware of all positions and responsibilities in order to support and assist one another in team work.
- Provide the highest standard of hospitality while serving the guests with attentiveness, eagerness, patience and professionalism.

### **Knox County Schools 10/20 - 11/21 Front Office Secretary**

- Greeted parents, students and community members in the front office.
- Responsible for front counter and provide information and direction.
- Responsible for recording and process attendance records for all students. Provide attendance reports to school personnel and Courts.
- Responsible for two-line phone and directing / informing callers.

### **Traveling Substitute**

- Maintained student records as directed by the classroom teacher.
- Administered all diagnostic tools as directed by the teacher.
- Prepared the classroom by organizing all instructional materials.
- Responsible for the direction and supervisor of students.

### **Walt Disney Company 05/19 - 11/21 Disney Store Cast Member**

- Worked directly with fellow cast members and leadership greeting and engaging guests using creative Disney lingo and storytelling techniques to achieve guest satisfaction.
- Helped create and maintain a fun, safe, efficient and magical environment for both guests and cast members.
- Answered guest questions regarding store merchandise by phone.
- Organized onstage merchandise.
- Processed cash, credit, gift card and reward card transactions.
- Stocked and replenished merchandise.
- Worked RSP shifts which included receiving, processing and organizing merchandise backstage.

### **Entertainment Character Performer**

- Portrayed and interpreted many different rolls through non-verbal communication by using gestures and body movements.
- Leveraged skills in gesturing and body movement to entertain guests
- Performed in special ticketed events at the parks.
- Worked with other cast members responsible for costumes, wigs and makeup as well as other performers.