

# Ida Cocker



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## EDUCATION

### BRIGHAM YOUNG UNIVERSITY – HAWAII

Major: Business Management – Marketing

Minors: Information Technology, Painting

- Expected graduation Fall 2023
- Pacific Area Scholars Scholarship
- Hukilau Scholarship

## SKILLS

- Customer Service
- Critical Thinking
- Problem Solving
- Communication
- Bilingual (English & Tongan)

## CERTIFICATES

### LINKEDIN LEARNING

- Data Visualization for Data Analysis & Analytics
- Email & Newsletter Marketing Foundations
- Social Media Marketing
- Google Analytics

### HUBSPOT ACADEMY

- Digital Marketing

## WORK EXPERIENCE

### Front Desk Staff (Part-time)

Toa Luau | 2022 - present

- Arranged the seating of about 400+ guest per day.
- Greeted multiple visitors and guests at check-in.
- Created and maintained customer relationships resulting in 75-100% customer referrals.
- Addressed guests concerns and complaints in a composed manner enhancing positive guest experience.
- Hand-painted traditional designs for Tonga section costumes.

### Food Truck Employee

Taro Hut Truck | 2021-2022

- Managed and prepared customer orders of about 60+ customers per day.
- Achieved consistent maintenance in cleanliness and sanitation of dining area increasing customer experience by 15%
- Handled customer payments, financial calculations and sales.

### Theater Usher

The Polynesian Cultural Center | March - August 2021

- Greeted and directed over 1200+ guest per net into the Pacific Theater at the PCC.
- Achieved full guest satisfaction of guest services resulting in an increase in good reviews.
- Oversaw guest safety during critical parts of the show.
- Maintained theater sanitation and cleanliness before and after the show.
- Solved concerns and seating issues enhancing guest experience.