

Bryan E. Onweazuekwu

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PROFESSIONAL EXPERIENCE

E.A. Stevens Funeral Home - Hallandale, Florida 1/06 to Present

General Office Clerk/ Funeral Director & Embalmer Intern

- Supervision of visitations and funeral services.
- Removal and transportation of remains from place of death to the funeral home.
- Connect with families through listening, honest communication and genuine concern.
- Consistently networking and building relationships to sell pre-arranged funeral and/or cemetery services and products.
- Use lead generation techniques to build community and civic relationships.
- Thoroughly and completely review previous services and contacts with families to prepare and support current needs.
- Support families in times of grief with acts of kindness.
- Link surviving family members with support groups at the funeral home or in the community.
- Assist with the planning and coordination if memorial tribute celebrations.

Hyatt Regency Bonaventure - Weston, FL 5/08 to 9/08

Night Auditor

- Reported to Front Office Manager and other Department Heads via email with the night's events.
- Responsible for running End of Day procedures via Opera PMS Computer Software.
- Reconciling and analyzing accounting paperwork and corporate accounts.
- Creating detailed Procedural Guides incorporated for Training of new staff.
- Resolving guests' issues quick, cost efficiently, and uphold customer satisfaction.
- Responsible for checking guests in and out of hotel.
- Effectively communicated with fellow staff, guests, and vendors.
- Maintained accurate and up to date cash bank.
- Entering and editing guest reservations.

Home Goods – Fort Lauderdale, Florida 8/05 – 7/06

Retail Merchandising Coordinator

- Provided customer service that exceeded the company's standard.
- Cross-trained as a Customer Service associate.
- Assisted customers with their selection of merchandise and fashion feedback.
- Processed cash, checks, gift certificates & credit card payments for merchandise purchases.
- Ensured that merchandise displays were stocked, dust free and appealing to customers.
- Maintained the rug, lamp, and furniture and pillow décor section.
- Maintained security procedures to prevent theft and loss of merchandise.

· **Education:** Associate degree (Funeral Service) Atlanta, Georgia 3/09 – Present
Gupton Jones College of Funeral Service