

Trevor W. Casserly

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Profile

Committed and energetic servant leader who enjoys helping people of all ages see their full potential. A driven and compassionate individual with a passion for learning and succeeding at any obstacle presented.

Experience

DIRECTOR OF SALES & COMMUNICATIONS, LUTHERANS OUTDOORS SOUTH DAKOTA, WATERTOWN, SD – APRIL 2018-PRESENT

Successfully recruit and retain guest groups to the site through outstanding hospitality and a welcoming facility and staff. Work with visiting groups to develop a corporate or retreat experience that meets their needs. Communicate the mission and vision of Joy Ranch to potential user groups. Develop and execute online, social media, and printed communications for Joy Ranch events. Work with each department to clearly communicate to the public happenings and needs. Plan and recruit volunteers assisting with Joy Ranch sponsored events. Hosting a monthly podcast designed to create engagement for future development.

INSIDE SALES, TOTAL TOOL SUPPLY INC. OMAHA, NEBRASKA – APRIL 2017- APRIL 2018

Utilized innate people skills to build relationships and provide reliable customer service. Promptly responded to questions and concerns about products customer complaints, and sales purchases. Maintained and managed rental tool and equipment fleet. Managed, processed, and documented equipment repairs. Adhered to and trained staff in regulatory safety procedures.

RETREAT HOST, NEBRASKA LUTHERAN OUTDOOR MINISTRIES , ASHLAND, NE APRIL 2015-APRIL 2017

Greeted guests in a facility that saw 20,000 plus guests throughout the year. Memorized names and faces of guests to provide personalized service throughout their retreat and greet them by name. Coordinated requests across departments to ensure all housekeeping, security, and meal requests were met in a timely manner. Assisted in scheduling of guest services employees.

MANAGER, VALET DESCARTES, CHICAGO, IL – AUGUST 2013-DECEMBER 2014

Worked in a high stress and fast paced environment. Scheduled and oversaw a team of seventy employees. Built and maintained relationships with partnering businesses such as hotels and restaurants. Provided hospitality towards clients and guests through efficiency and genuine care.

Education

Biblical Studies, Moody Bible Institute, Chicago IL , 2010-2013

Skills

Proficiency in Microsoft Office. Well versed in social media platforms including, Facebook, Twitter, and Instagram. Effective verbal and written communication. Photography, Videography, and Content Creation.

Certifications

CPR, First Aid & AED Red Cross Lifeguard