

## How to put FANgineer on your Resume

**Key Skills:** Empathy, diligence, politeness, cheerfulness, leadership, attention to detail, communication, conflict resolution, listening, problem analysis, prioritized, relationship building, initiative, ability to multitask

### General Duties:

- Part of a multi-functional customer service team trained to serve Alabama fans in the premium areas.
- Enforced rules and regulations of Bryant-Denny Stadium to ensure safety for all guests
- Give accurate and appropriate information to answer questions, troubleshoot issues, and resolve complaints in a timely manner
- Greet guests and check credentials of all premium seating visitors
- Consistently improve customer service satisfaction through expert resolutions of conflicts, issues, and concerns
- Remained courteous and composed at all times, even during moments of intense customer displeasure
- Maintain upscale environment for all premium guests
- Assisted patrons with directions and information regarding game and premium area operations
- Troubleshoot and assess mid-game problems

### FANgineer Positions:

- Floor Captain
- Greeter
- Floater
- Skybox Attendant
- Service Elevator Operator
- Outward Elevator Attendant

*If you would like to add specific duties of your position to your resume please contact your game day director.*

