

Alexander Ferrari Miller

Customer Service | Retail | Hospitality | Client Communication

PROFESSIONAL SUMMARY

Experienced customer-service professional with a background spanning transportation, hospitality, retail, entertainment, education, and live public-facing work.

Skilled at building rapport quickly, handling payments and POS systems, responding to changing customer needs, resolving problems independently, and maintaining professional service in high-volume and time-sensitive environments.

CORE QUALIFICATIONS

- Customer service and guest relations
- Retail and hospitality operations
- POS systems and cash registers
- Cash, credit-card, and electronic payment processing
- Customer communication and rapport building
- Problem resolution
- High-volume public interaction
- Independent decision-making
- Data entry and web-based systems
- Microsoft Office, Excel, and Outlook
- Public speaking and presentation
- Reliable independent work

RELEVANT EXPERIENCE

Santa Claus — Mall Santa | Culver City, CA

Christmas 2025 Season

- Interacted directly with children and families in a high-volume public setting.
- Built rapport quickly with guests across a wide range of ages and backgrounds.
- Maintained a professional character and positive guest experience throughout extended shifts.
- Coordinated with photographers, managers, families, and other Santa-team members.

Taxi Driver — Yellow Cab | Torrance, CA

November 2024 – February 2026

- Provided professional passenger service throughout the Los Angeles area.
- Built rapport quickly with customers from varied backgrounds.
- Handled fares, payments, passenger requests, and changing destinations.
- Worked independently while maintaining professionalism in time-sensitive situations.

Rideshare Driver — Lyft and Uber | Los Angeles, CA

January 2014 – October 2024

- Completed thousands of independent customer-service interactions.
- Communicated with passengers regarding pickups, drop-offs, destinations, and changing needs.
- Used smartphone-based navigation and electronic payment systems.
- Resolved customer and transportation issues independently while maintaining professional service.

Bartender — Patina Restaurant | Los Angeles, CA

January 2023 – February 2024

- Worked in a professional hospitality environment serving guests and supporting restaurant operations.
- Handled customer orders and payments.
- Used POS and cash-register systems.
- Set up and broke down the bar for service.
- Responded to multiple guest and operational needs in a fast-paced environment.

Crew Member — ArcLight Cinema | Los Angeles, CA

June 2007 – June 2014

- Provided customer service in a fast-paced retail entertainment environment.
- Sold concessions and movie tickets and accurately operated POS systems.
- Handled customer transactions and assisted guests throughout theater operations.
- Greeted audiences and introduced films.

Bagger / Customer Service — Star Market | Newton, MA

1980

- Bagged groceries and assisted customers with purchases.
- Loaded groceries into customers' vehicles.
- Provided direct customer service in a retail grocery environment.

Newspaper Carrier — The Boston Globe | Newton, MA

Approximately 1979

- Managed an assigned newspaper delivery route.
- Interacted directly with subscribers.
- Collected subscription payments and handled cash.

- Reconciled customer payments associated with the route.
- Worked independently and maintained reliable delivery service.

EDUCATION

Oberlin College — Bachelor of Arts — Russian/Soviet Studies

University of Massachusetts Lowell — Undergraduate studies — Mathematics

Los Angeles City College — Associate's degree studies — Computer Science; nearly complete

ACTIVE CREDENTIALS

- California Resident Insurance Producer License
- California Class C Driver's License
- California 30-Day Substitute Teaching Permit
- California Security Guard Card