

Pooja Huff

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SUMMARY

Early career recreation **customer service** candidate with supervised admissions, visitor support, safety observation, and applied learning experience. Greets visitors, answers facility and event questions, explains rules, and directs guests with a calm, welcoming approach. Practices accurate cash, card, and **mobile admission transactions** while checking change and recording entries through tablet tools. Applies bag check procedures, watches entry areas for hazards, and alerts supervisors when concerns arise. Uses basic math, written records, spreadsheets, and moderate technology skills during structured assignments. Learns policies, ordinances, regulations, and **safety standards** through instruction and feedback. Current high school student with dependable attendance, **positive conduct**, flexible availability, and readiness for indoor and outdoor work, including mornings, evenings, weekends, holidays, and light lifting.

EDUCATION

High School Diploma, In Progress

2027

Pearland High School GPA: 3.5

Pearland, TX

Coursework: Basic mathematics, communication, recreation operations, safety awareness

TECHNICAL SKILLS

- **Payment Processing:** Cash transactions, Card payments, Mobile payments
- **Admission Systems:** Tablet check in, Event lists, Entry records
- **Office Applications:** Spreadsheets, Digital forms, Document editing
- **Customer Service Tools:** Visitor assistance, Information desks, Service records
- **Safety Operations:** Hazard observation, Bag checks, Emergency alerts
- **Recreation Administration:** Facility rules, Recreation policies, Operating procedures
- **Communication Methods:** Verbal communication, Written communication, Schedule explanations
- **Mathematics Applications:** Basic math, Change verification, Transaction totals
- **Event Operations:** Guest entry, Activity directions, Event supervision
- **Workplace Compliance:** Ordinances, Safety standards, Positive conduct

SKILLS

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|--------------------|----------------------|-------------------------|----------------------|
| • Customer service | • Mobile payments | • Visitor assistance | • Tablet check in |
| • Admissions | • Safety observation | • Rule communication | • Recordkeeping |
| • Cash handling | • Digital tools | • Written communication | • Emergency response |
| • Basic math | • Teamwork | • Bag inspection | |

EXPERIENCE

Recreation Admissions Student Assistant

August 2025 - Present

Student Activities Office

Pearland, TX

Supports supervised school events through visitor welcome, admission processing, tablet check in, rule communication, bag checks, and safety observation. Works with event supervisors and peers while practicing accurate service in busy indoor and outdoor settings.

- Greeted visitors at supervised school events and directed guests toward activity areas.
- Practiced **cash**, card, and **mobile admission transactions** while verifying change accurately.
- Recorded entries with **tablet check in** tools and **event lists** during admissions.
- Explained **venue rules** and schedules, then escalated unusual questions to supervisors.
- Performed supervised bag check procedures at designated school events and followed instructions.
- Observed entry areas for hazards and alerted **event supervisors** about safety concerns.

PROJECTS

Community Recreation Operations Project 📅 2026

Created a simulated recreation facility operating plan with admissions, visitor information, safety response, and recordkeeping. Built an admissions worksheet for multiple payment methods, prepared materials covering facilities and rules, evaluated 20 guest scenarios involving questions and minor emergencies, organized service records with spreadsheets, and presented recommendations for welcoming operations.

LEADERSHIP & AWARDS

- Academic Achievement Recognition, 2026

- Student Service Recognition, 2025
- Peer Project Team Member, 2025 to 2026

CERTIFICATIONS

- Microsoft Learn Career Essentials 📅 2026
- Recreation Safety Training 📅 2026

PROFESSIONAL AFFILIATIONS

- Community Volunteer, 2026
- Student Activities Office participant, 2025 to Present

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST