



LARSON ST-CYR

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PROFESSIONAL SUMMARY

Ambitious and adaptable professional with a strong track record of reliability and flexibility. Known for being a quick learner who can effectively multitask in dynamic environments. Energetic and customer-focused, committed to providing exceptional service. Proven ability to work well in team settings, fostering a positive and productive work environment. Skilled in managing and leading teams, ensuring tasks are completed efficiently and to high standards.

EXPERIENCE

LA Fitness – **Front Desk** – October 2024 – Current

- Greet and assist members and guests, delivering exceptional customer service and promptly addressing inquiries or concerns.
- Manage membership check-ins, ensuring accurate tracking of member attendance and registration details.
- Handle phone calls and email communications, scheduling appointments, and providing information about programs and services.
- Process payments for memberships, personal training sessions, and other services while maintaining accurate financial records.
- Assist with daily facility operations, including maintaining cleanliness and organizing materials for classes and events.

Lakeland Escape Room – **Manager** – April 2024 – December 2024

- Managed daily operations of the escape room, ensuring all puzzles and clues were properly set up and in working order for each guest group.
- Created and managed guest bookings, handling reservation schedules and adjusting for last-minute changes.
- Directed and supervised a team of coworkers, providing clear instructions and delegating tasks to ensure smooth operations.
- Resolved customer complaints and concerns efficiently, ensuring a positive experience for all guests.
- Maintained accurate cash logs, handling financial transactions and balancing cash at the end of each shift.

EDUCATION

Bachelor of Science: Business Information Technology

Polk State College - May 2026

Associates of Arts: Business Administration

Polk State College – May 2024

PROJECTS

- Hospital Management Database System

Developed a relational database that manages patient records, doctor assignments, condition/treatment type, room assignments, and calculates billing information based off different factors. Utilize Microsoft Access and SQL programming for data management, implemented data integrity constraints, and created queries and reports for administrative task.

- Portfolio Website

Designed and built a personal portfolio website to showcase my projects and skills. Utilize HTML and CSS for front-end development and Python for back-end development for simplistic navigation and a user-friendly environment.

PORTFOLIO WEBSITE

Visit my portfolio: www.larsonsteyr.tech

Features a selection of my personal and academic projects, including database designs, Python coding, SQL coding, and various other IT works. Regularly updated to reflect recent skills and developments.

SKILLS

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|------------------------------|----------------------------|
| ▪ Critical Thinking | ▪ SQL Programing |
| ▪ Time Management | ▪ Python Programing |
| ▪ Sales and Marketing | ▪ Building Human Relations |
| ▪ Conflict Resolution | ▪ Database Management |
| ▪ Teamwork and Collaboration | ▪ Presentation Skills |
| ▪ Telecommunication | ▪ HTML Programing |
| ▪ Microsoft Office Suite | ▪ CSS Programming |
| ▪ Customer Service | ▪ Website Development |