

India Mocko

Golf Cart Attendant

Profile

Golf Cart Attendant with 1 year of experience in providing exceptional customer service and ensuring smooth golf course operations. Skilled in cart maintenance, inventory management, and adhering to safety protocols. Demonstrates strong communication abilities and a passion for creating an enjoyable golfing experience for all guests.

Employment History

Golf Cart Attendant at Idaho Golf Carts, ID

Apr 2023 - Present

- Successfully increased cart rental revenue by 20% over a one-year period by implementing effective upselling techniques and providing exceptional customer service to Idaho Golf Carts' clientele.
- Efficiently maintained a fleet of 50 golf carts, ensuring a 98% operational rate throughout the year, which led to increased customer satisfaction and repeat business for the company.
- Implemented a new cart reservation system that reduced wait times by 25%, leading to a more streamlined experience for customers and increased efficiency for the overall operation.
- Received the "Employee of the Month" award three times within a one-year period for consistently demonstrating outstanding work ethic, attention to detail, and commitment to providing an exceptional experience for Idaho Golf Carts' customers.

Assistant Golf Cart Attendant at Teton Golf Cart Rentals, ID

Jul 2022 - Feb 2023

- Successfully increased golf cart rental bookings by 20% over a six-month period by implementing an effective marketing strategy and providing exceptional customer service, contributing to the overall growth of Teton Golf Cart Rentals.
- Streamlined the golf cart maintenance process, reducing downtime by 15% and ensuring a consistently high level of performance and reliability for customers, resulting in increased satisfaction and repeat business.
- Developed and implemented an inventory management system for tracking golf cart usage and maintenance needs, leading to a 10% decrease in operational costs and improved efficiency in scheduling repairs and routine maintenance tasks.

Education

High School Diploma or GED with a focus on customer service and basic mechanical knowledge at Eagle Rock High School, Idaho Falls, ID

Aug 2018 - May 2022

Relevant Coursework: Customer Service Principles, Basic Mechanical Systems, Communication Skills, and Problem Solving Techniques.

Certificates

Details

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(287) 620-5758

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Links

[linkedin.com/in/indiamocko](https://www.linkedin.com/in/indiamocko)

Skills

Cart Maintenance

Battery Charging

Inventory Management

Customer Service

Route Planning

Safety Procedures

Time Management

Languages

English

Italian

Hobbies

Restoring vintage golf carts

Customizing golf cart designs

Exploring new golf courses