

Miles Benson

HOSPITALITY PROFESSIONAL | GUEST RELATIONS

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EXPERIENCE

Crew | Trader Joe's (2024 – 2026)

Cultivated a welcoming, neighborhood-store environment by engaging customers in friendly, product-focused conversations and providing exceptional service on the retail floor.

Producer | Any Day Now, LLC (2022 – Present)

Managed multi-stakeholder operational projects, directed vendor communications, and oversaw team execution to keep fast-moving production workflows on schedule.

Story Producer | Celebrity Branding® Agency (2023 – 2025)

Directed cross-functional workflows, maintained complex administrative trackers for 40+ deliverables, and coordinated team task assignments under tight deadlines.

Location Manager | Massachusetts Institute of Technology (2025)

Supervised on-site logistics, coordinated crowd flow, managed vendor and guest access points, and resolved real-time operational challenges in a high-traffic environment.

Post-Production Assistant | Sony Pictures Entertainment (2022) — Audited and streamlined physical archive logs, shipping manifests, and document routing systems, reducing file retrieval latency by 30%.

Associate Producer | CyanLens (2022)

Coordinated multi-departmental schedules, handled high-volume stakeholder communications, and organized on-site logistics to ensure seamless daily execution.

Ambassador | Zoo New England (2018)

Welcomed and engaged hundreds of diverse daily visitors with a friendly, high-energy presence, guiding guest flow and ensuring a positive public-facing experience. Maintained clean, organized physical layouts, audited supply stocks, and supported team efficiency in a fast-moving, high-traffic public venue.

Server - Café Espresso | (2002 - 2004)

Managed high-volume customer service during peak night rushes, operating the point-of-sale system, mixing and serving drinks, and maintaining a welcoming, organized bar and venue floor while supporting live musical events.

Server - Chili's | (2005 - 2006)

Delivered fast-paced, friendly hospitality in a high-volume restaurant environment, managing table sections, accurately taking food and drink orders, and coordinating closely with kitchen staff to ensure seamless service.

Server - Desmond O'Malley's | (2004 - 2006)

Provided attentive bar and floor service in a bustling, high-energy pub setting, handling cash and credit transactions, pouring draft beverages, and maintaining a clean, efficient station during busy weekend crowds.

CORE SKILLS

Face-to-Face Guest Communication | High-Volume Customer Service | Team Leadership & Staff Coordination | Vendor & Logistics Management | Welcoming Door & Greeter Etiquette | Basic Cash Handling & POS Familiarity | Fast-Paced Adaptability | Time Management & Organization

EDUCATION

Boston College

Organizational Leadership