

EDUCATION: TEMPLE UNIVERSITY, Fox School of Business, Philadelphia, PA

Bachelor of Business Administration, Graduation: May 2020

Major: Marketing and Management Information Systems

Selected Courses:

Operations Management	Data Analytics
Risk Management and Insurance	Data-Centric Application Development
Business Communication	

ACTIVITIES:

American Marketing Association, 2016-Present

Alpha Epsilon Phi, 2017-Present

EXPERIENCE: Eagle Rock Resort, Hazleton PA

Bartender, March 2016-Present

- Promoted from Server to Bartender because of dedication shown to the company and its customers.
- Selected to work upscale events such as weddings and golf tournaments because of positive feedback from customers.
- Increased attendees at live music events because of environment created.
- Assisted manager with restocking, taking inventory and performing health inspections.

Banquet Server, May 2014 - Present

- Worked events with attendance up to 300 people at a venue that hosts golf tournaments, wedding receptions, and other events.
- Provided customer service while maintaining a high level of professionalism which increased number of requests received.
- Trained 3 new employees, which required experience and good standing with managers.

Server, March 2016-December 2016

- Promoted from Busser to Server because of reliability shown to the company and its customers with intent to become a bartender.
- Educated visitors on menu items and recommended dishes and drinks.
- Collaborated with other servers to create new processes for managing rotation to create fairness.

Busser, May 2014- March 2016

- Received “exceeds expectations” in all categories during first year of employment.
- Worked as a hostess when needed, including answering phones, setting reservations up, and assigned servers to tables.
- Aided servers with their tables by being proactive in giving tables what they need.

SKILLS:

- Microsoft Office (Word, Excel, Power Point) - Advanced
- Tableau - Basic
- Public Speaking – Intermediate
- Customer Service – Advanced