

Nicholai Smiley

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OBJECTIVE

Driven college student with strong collaboration, interpersonal, and problem-solving skills demonstrated through professional experience, academic projects and extracurricular activities. Eager to apply a solid work ethic and adaptability in a professional setting. Committed to learning and contributing positively to a team.

EDUCATION

Temple University, Philadelphia, PA , **Bachelor of Arts in Business Administration, Expected: 2028**

Upper Merion Area High School, King of Prussia, PA, **Graduated June 2024**, GPA: 2.9

PROFESSIONAL EXPERIENCE

Kooma, Restaurant Service Associate, King of Prussia, PA Feb 2024 - June 2024

- Collaborated closely with servers to assist with tasks; such as, refilling supplies, clearing tables, and handling customer requests, which streamlined operations and enhanced efficiency.
- Executed restaurant cleaning operations in adherence to required guidelines, ensuring the establishment was prepared for daily operations and maintained high standards of cleanliness.
- Managed incoming calls for orders and reservations, ensuring accurate information capture and providing exceptional customer service to enhance guest satisfaction.
- Greeted and seated customers with a warm and welcoming demeanor to provide a positive first impression and enhance the overall dining experience.
- Evaluated seating areas upon guest arrival and assigned servers to tables based on customer needs and server availability, improving table turnover rates and reducing guest wait times.

Top Golf, Food and Beverage Attendant, King of Prussia PA May 2022 - Aug 2022

- Greeted and served guests, delivering a welcoming experience in a fast-paced environment.
- Assisted with bussing tables and food stocking to keep the dining area clean and supplies available.
- Crafted and served desserts while maintaining high standards of presentation and quality.
- Supported servers and chefs with various tasks, enhancing team efficiency and overall service quality.

Starbucks, Barista, King of Prussia PA Aug 2021 - Dec 2021

- Prepared a high volume of beverages in a fast-paced environment, ensuring precision and speed while maintaining quality standards.
- Delivered exceptional customer service by addressing inquiries and ensuring a positive guest experience.
- Managed stocking tasks, ensuring a steady supply of ingredients and products to meet customer demand.

AWARDS

- Upper Merion High School, **Honor Roll Student**, 2020-2024
- Omega Psi Phi Fraternity, Inc., **Scholarship Essay Award Recipient**, 2024
- Upper Merion High School, **Basketball All Division Team 2x**, 2023,2024

EXTRACURRICULAR ACTIVITIES & COMMUNITY SERVICE

- Upper Merion H.S., **Basketball Player, Starting Point Guard 2020-2024 & Team Captain 2023-2024**
- King of Prussia Community Center Sports Center, **Volunteer**, 2020-2021
- Nike Camp, **Counselor**, Summer 2021 and 2022