

SUMMARY OF QUALIFICATIONS

- Proven leader with problem-solving skills
- Efficient individual with excellent time management
- Strong verbal and written communication
- Experience providing excellent customer service

EDUCATION

Niagara University – Niagara University, NY

Bachelor of Science in Hospitality Management-Luxury Operations, May 2027

GPA: 3.8 Dean's List (2 Semesters)

CERTIFICATION

ServSafe Certified (December 2023)

RELATED

EXPERIENCE

Country Club of Buffalo

Food and Beverage Intern May 2024-August 2024

- Served members at the club in the Terrace Restaurant for breakfast, lunch, and dinner
- Banquet server for meetings, events, weddings, etc. and helped to set up and take down all events
- Spent a day with each department throughout the summer and got experience in Golf, Accounting, Culinary, Maintenance, and more
- Continue to work at the club after my internship when needed or on school breaks

Niagara Riverside Resort- Niagara Falls NY

Front Desk Agent- Student Intern January 2024-Present

- Answer phone calls and handle bookings
- Communicate with hotel staff to ensure patron's needs are met
- Handle special requests and provide exceptional customer service skills by solving problems for the guests

Highmark Stadium – Orchard Park NY

Buffalo Bills Concession Stand August 2023-Present

- Sell concessions at Buffalo Bills home games under the direction of Niagara University and Delaware North
- Sell food and provide exceptional customer service skills to satisfy hungry fans

Olive Tree Family Restaurant - Lancaster NY

Hostess and Waitress July 2022-July 2023

- Greet customers, develop rapport, and familiarize them with the restaurant
- Provide excellent customer service by taking orders, delivering food and drinks, and cleaning off tables in a timely manner
- Handle cash and credit card transactions when it is time for customers to pay their bill
- Multi-tasking and juggling several tasks all at once, as well as working as part of a team in a fast-paced environment

Futures Student Office Worker – Niagara University, NY

Front Desk Office Worker August 2023-Present

- Address individual's questions concerns regarding the office of Hospitality, Sport, and Tourism
- Assist with small tasks around the office whenever needed

Club Management Association of America (CMAA)– Niagara University, NY

Member of the Niagara University Student Chapter August 2023-Present

- Attended the 2023 CMAA Student Conference in Palm Beach, Florida
- Held our annual fundraiser dinner at The Buffalo Club to raise money for our chapter

Hospitality and Tourism Association (HTA)- Niagara University, NY

Member of the HTA Association August 2023-Present

- Tour different Hotels and Tourism properties- back of the house and front of the house
- Different fundraising opportunities such as name tag sales and basket raffles

Student Assistant for Event Planning- Niagara University, NY

Student intern in relation to planning events November 2023-Present

- Shadow the director of events and gain experience in the event planning sector of the Hospitality Industry
- Take a leadership role in planning events and coordinating with professionals

HONORS/ACTIVITIES

Recipient - Merani Scholarship, Futures Housing Scholarship, Niagara University Presidential Scholarship, Taste of Buffalo Scholarship

Volunteer- Ride for Roswell, Polar Plunge, The Station of the Cross Radio Network

TECHNICAL SKILLS

Word, Excel, PowerPoint, Google Docs, Google Sheets, Instagram, Twitter