

Sydney Taylor-Elise Jones

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Education

The Ohio State University - Bachelor of Arts in Strategic Communication
Kent State University - Coursework in Marketing

Aug. 2012 - Aug. 2015
Aug. 2011 - May 2012

Experience

Hilton Grand Vacations - Las Vegas, NV

Oct. 2018 - present

Front Desk Agent/Guest Relations Specialist

- Register guests, assign rooms, and process cash payments
- Communicate with hotel staff to accommodate guest requests
- Provide information on room, rates, and attractions to guests
- Up-sell guest rooms and promote hotel amenities
- Act as social media liaison for the property

Beer Park - Las Vegas, NV

April 2018 - Sept. 2018

Host

- Memorized Beer Park bylaws and culinary list
- Managed restaurant reservations and explained the restaurant concept to guests
- Controlled audio and TV system and helped various positions when needed

TekSystems - Columbus, OH

Aug. 2017 - March 2018

Customer Support Associate

- Processed contractor payroll, employment verifications and time cards
- Handled employee drug tests, background verification, and entry
- Coordinated H1B, Permanent Residents, and W2 consultants through the on-boarding process
- Collected, tracked, and paid contractor expenses
- Partnered with compliance auditors to verify contractors information for pre-start accounts
- Maintained relationships between contractors throughout their assignments

Roosters Wings – Columbus, OH

Sept. 2016 - Sept. 2017

Server

- Took food orders, served guests, and collected checks

Bakersfield Short North – Columbus, OH

Jan. 2016 - July 2016

Front of House Coordinator

- Memorized Bakersfield's bylaws and culinary list
- Managed seating and trained new staff to provide exemplary service to guests

Buca di Beppo Italian Restaurant - Columbus, OH

June 2015- Aug. 2015

Server

- Took food orders, served guests, and collected checks

CD102.5 The Alternative Station - Columbus, OH

Sept. 2014 - May 2015

Promotions Intern

- Wrote Public Service Announcements to be read on-air
- Maintained and updated the station website and database entries
- Worked radio station events including concerts, street festivals, and sales promotions
- Interacted with listeners and provided them with information about the station

The Ohio State University - Columbus, OH

Oct. 2012 - May 2015

Marketing Intern for the Office of Student Life

- Managed and conducted creative meetings with up to 15 interns to brainstorm marketing ideas
- Updated and maintained web calendar for the Ohio Union in addition to creating Student Life Storify's
- Updated web content and promoted signature Ohio Union events through social media platforms
- Delivered weekly social media reports about emerging trends within and outside of the Ohio State community
- Researched and developed new platforms and trends for the Student Life & Ohio Union's social media portfolios
- Created best practice guidelines for Student Life and Ohio Union web and social media channels
- Increased student engagement on the Student Life & Ohio Union's Twitter accounts