

# AMANDA KMETZ

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## SKILLS

- Strong customer service background
- Microsoft Word, Excel, and PowerPoint
- ArcGIS Suite
- HTML, CSS and JavaScript
- Python
- SQL (PostgreSQL)

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## WORK EXPERIENCE

### Server/Host

*Honey's Sit 'N Eat*

Philadelphia, PA

December 2018 – Present

- Serve as first point of contact for guests entering the establishment and anticipate needs
- Manage wait list and communicate potential wait times while diffusing tense situations
- Upsell food and drink whenever possible and efficiently complete cash transactions

### Server/Administrative Assistant

*Quadrant Book Mart and Coffee House*

Easton, PA

October 2012 – November 2018

- Managed inventory, produced employee schedules, and ordered supplies as needed from vendors
- Fielded phone and in-person inquiries about book sales and arranged appointments with the bookseller
- Trained new employees on serving and hosting practices

### Front Desk Associate

*Boston University Student Activities Office*

Boston, MA

September 2008 – May 2012

- Provided directional and activity-related information to students and visitors
- Oversaw ticket sales and admissions for on-campus events
- Promoted campus activities and organizations through in-person campaigns and social media accounts

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## EDUCATION

### Professional Science Master's in Geographic Information Systems

*Temple University*

Philadelphia, PA

August 2020 (Expected)

- Coursework in digital mapping, relational database design, application development, web mapping and development, and statistics
- 4.0 GPA

### Bachelor of Arts in Linguistics

*Boston University*

Boston, MA

May 2012

- Coursework in syntax, semantics, phonetics, prosody, linguistic anthropology, Russian language, and statistics
- 3.5 GPA

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## EXTRACURRICULAR AND COMMUNITY INVOLVEMENT

### President, Boston University Zen Community

Boston, MA

September 2010 – May 2012

- Acquired university funding for off-campus events and regular expenditures
- Coordinated group events with local organizations and contacted potential guest speakers
- Led regular weekly practice in absence of academic advisor

### Volunteer ESL Classroom Assistant, International Institute of New England

Boston, MA

September 2010 – December 2010, February 2012 – May 2012

- Worked with a qualified ESL instructor to tutor beginner-level English students from diverse backgrounds
- Assisted with computer-related activities including typing practice and employment preparation