

Highlights

- Community engagement and outreach
- Excellent communication skills and managing positive guest experiences
- Team building; cultivating trusting relationships; motivational and encouraging leader
- Event planning and execution
- Strong organizational skills with attention to detail and ability to work in fast-paced environment

Education

Master of Science in Communications

Purdue University | Online

Currently pursuing

Bachelor of Arts, Health and Exercise Science

Specialization: Health Promotion and Wellness Management

August 2018

Rowan University, Glassboro NJ

Professional Experience

Fan Services Post-Graduate Intern

Philadelphia Eagles, Philadelphia, PA

May 2019 – May 2020

- Assist with the planning and execution of all Season Ticket Member events—including events during Eagles games, Training Camp and Insider Series; assist with the preparation of game day fan programs for Eagles games and other major events such as Fan Ambassadors and Fan Recovery; oversee fan engagement programs including Season Ticket Member of the Game and fan proposals; resolve any incoming phone calls from Season Ticket Members and fans regarding tickets, experience opportunities and feedback; assist with ticket and Fan Services operations for all major events held at Lincoln Financial Field; training and supervision of academic interns; manage all lost and found items from events at Lincoln Financial Field with ISS Command Software.

Spa Hostess, Disney College Program

The Walt Disney Company, Disney World, Orlando, FL

Senses Spa at Walt Disney World's Grand Floridian and Saratoga Springs

January 2019 – May 2019

- First point of contact at spa; assist guests with appointments, check-in and billing; process reservation requests for spa and salon treatments; ability to explain specific spa treatments and services based on guest needs and interests; replenish retail products, interact and escort guests to spa locations.

Borgata Pool Supervisor

Borgata Hotel Casino & Spa, Atlantic City NJ

May 2018 – October 2018

- Overseeing operations of indoor and outdoor pool complexes consisting of over 400 lounge chairs, daybeds and VIP cabanas. Supervising pool attendants and concierge staff. Providing excellent customer service and quick problem-solving resolutions

Borgata Special Events Representative

Borgata Hotel Casino & Spa, Atlantic City NJ

2012- Present

- Event set up, greeting and engaging with guests at casino promotional giveaways, parties and bingo/slot tournament events.

Community Involvement

Director

Camp Kesem at Rowan University

Fall 2015-Summer 2018

- A national non-profit organization providing a week-long summer camp for children of parents who have been affected by cancer.
- Director: Engage and support children and families throughout the camp year. Oversee all aspects of camp planning and operations. Lead and manage team, guide executive board and club chapter meetings. Communicating with national team on a weekly basis and attend National Summit. Organize and execute all fundraising initiatives and daily camp activities—including sports, crafts, talent, and mental health activities for 50 campers.
- Outreach coordinator. Serve as the ambassador for Camp Kesem within the community to provide information and target potential campers; assist accepted families prepare for camp.

Get Fit Trainer

Spring 2016-Fall 2017

- Providing physical fitness training for clients with disabilities through weekly workout plans.

Organization Involvement

- Rowan University Women's Soccer Team; goalkeeper

Fall 2014-Spring 2016