

Margaret Ann Trame

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1101 W Luther St. • College Station, TX 77840

Education	Texas A&M University	Expected Graduation: May 2018
	B.S. in Recreation, Park and Tourism Sciences ▪ Emphasis in Tourism Management ▪ Major GPA: 3.91; Overall GPA: 3.64	College Station, TX
Work Experience	The Stella Hotel	March 2017 - Present
	Front Desk Agent/Reservationist	Bryan, TX
	▪ Created and managed reservations over the phone, via email, and in person	
	▪ Performed check-in and check-out processes for the 176-room hotel while maintaining a friendly, customer service-orientated attitude	
	▪ Referred and reported customer inquiries and complaints to the appropriate departments while providing service recovery for any dissatisfied guests	
	▪ Contributed to the grand opening as one of the inaugural staff members	
	Texas A&M University Residence Life	Aug 2015 - May 2016
	Resident Advisor, Hart Hall	College Station, TX
	▪ Marketed, developed, and led student-centered hall programs to educate on diversity, health, emotional understanding, and growth	
	▪ Budgeted and allocated money used for residence hall/floor events	
	▪ Implemented and enforced all University and Housing policies	
	▪ Created a positive living environment designed to link community, faculty, and residents, often resolving conflict	
	Level Two Wedding Reception Hall	Sep 2011 - Aug 2014
	Staff Member	Dallas, TX
	▪ Prepared, handled, and served food in a buffet line setting	
	▪ Bussed tables and maintained cleanliness of facility throughout event	
	▪ Provided customer service and direction when needed	
Research	Easterwood Airport	March 2016
	Business Analysis	College Station, TX
	▪ Identified target markets, key attributes, primary sources of leakage, major competitors, etc. of Easterwood Airport and its customers.	
	Extreme Escape Live Action Games	April 2016
	Case Study/Product Proposal	San Antonio, TX
	▪ Presented a bar/arcade expansion proposal for the company	
Activities and Awards	Kappa Delta Chi Sorority, Inc.	Sep 2015 - Present
	▪ Elected Executive Officer: Council Delegate (2016-2017)	
	▪ Member of the Expansion, Fundraising, and Social committees	
	Moses Residence Hall Council	Sep 2014 – May 2015
	▪ Elected Executive Officer: 3 rd Floor Representative (2014-2015)	
	College Board Recognition Award Scholarship	Aug 2014 – May 2018
	▪ Awarded due to my designation as a 2013 National Hispanic Scholar	
	Dean's Honor Roll	Fall 2016, Spring 2017

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References

Becca Cripps

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James Carter Burks

Graduate Hall Director, Hart Hall
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(979) 847-2588

Jim MacAndrew

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