

KENYAN NAGY

Halifax, Nova Scotia

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SUMMARY

Bilingual customer service expert with eleven years' experience working in the hospitality industry while completing studies on a full-time basis. Areas of expertise, skills and competencies include:

Customer Service
Logistics Planning
Detail-oriented

Administration
Time Management
Efficient

RELEVANT EXPERIENCE

Lord Nelson Hotel and Suites

April 2018 - Present

Concierge

- Experience in a highly professional and confidential atmosphere, responsible for the care of high-profile and celebrity guests
- Organized and detail-oriented, planned logistics for guests across Atlantic Canada
- Efficient and capable, execute calm and professional “just-in-time” delivery of large parties on a weekly basis

The Grawood

September 2016 - May 2019

Bartender

- Coordinated logistics for multiple off-site events involving food and beverage
- Responsibly served hundreds of attendees at various events from formal galas to sports tournaments
- Organized and tracked inventory and cash flow

Dairyland Foods

June 2008 – August 2015

Associate

- Responsible for customer engagement and satisfaction, worked with 50 clients on an annual basis
- Experienced administrator, handled merchandising, invoicing as well as start and end of day reporting
- Strong salesman, consistently ensured a high inventory turnover rate, limiting product waste

EDUCATION

Bachelor of Arts

Dalhousie University

Major in Political Science

2015 - Present

Completing on a part-time basis

SKILLS AND COMPETENCIES

Customer engagement and building strong relationships;
On-the-job experience in scoping, coordination and administration;
Software competencies: Microsoft Suite products including Excel, Word, PowerPoint, Outlook;
social media.

OTHER EXPERIENCE

Kamloops District School Board Volunteer	2009 - 2013
Westsyde Secondary School Rugby Team Captain	2013 - 2014
Kamloops Wildfire Relief Centre Volunteer	2016
Kamloops Golf & Country Club Line Cook	2017
The Muse Café & Pub Bartender	2017 - 2018

CERTIFICATIONS

British Columbia Food Safety Level 1
Forklift Operators Class 3 – Handtrucks, Power-jacks
Nova Scotia Safe Serve

REFERENCES

Available upon request.