

# Meagan MacLeod

meaganmacleod11@gmail.com | www.meaganmacleod.com | (508) 367-0142

11 Ploughed Neck Rd Ext. East Sandwich, MA 02537

## EDUCATION

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**B.A., Communication with a Mass Media & Journalism Concentration, Education Minor** 2009 - 2013  
*University of Massachusetts Amherst* – Amherst, MA

### International Program

*Vesalius College* – Brussels, Belgium

## VOLUNTEER AND WORK EXPERIENCE

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**Administrative Assistant/ Server** Summer 2016  
*Hyannisport Golf Club* – Hyannis, MA

- Developed a repertoire of fine dining and fine wine service
- Liaised with high profile members and guests in all aspects of service and membership including green fees, membership packages, reservations, and event planning

**Banquet Server** 11/2015 – 5/2016  
*Topnotch Events* – New York, NY

- Gained expertise in how industry-specific events are catered
- Learned the intricacies of differing venues throughout New York City, including small private homes as well as stadium sized locations

**Child Care Professional** 3/2014 – 10/2015  
*The Mangine Family* – San Diego, CA

- Provided primary child care to two children aged three and six
- Prepared meals, cleaned, maintained health/safety, developed schedules, and created activities
- Improved children's learning and mental growth through proactive social and academic engagement
- Kept records and provided parents with health and wellness reports

**Banquet Server** 10/2013 – 10/2015  
*Culinary Concepts* – San Diego, CA

- Addressed customer service needs with depth of industry knowledge
- Maintained positivity and professionalism while serving a large volume for 14+ hours
- Provided superior service with knowledge of five courses and wine pairings

**Sales Representative** Summer 2013  
*Big Rock Oysters Co.* – Harwich, MA

- Promoted sales and negotiated prices with local companies and restaurants
- Developed a company brand and contributed to marketing strategy
- Received wholesale product, packaged it for resale, and delivered it to Massachusetts distributors

**Banquet Server** 5/2013 – 10/2013  
*New Seabury Country Club* – Mashpee, MA

- Planned and assembled special events for up to 300 guests
- Lead the quality of product service for up to 20 guests at one time
- Maintained the strict customer service goals of a luxury resort

**Tutor** 9/2013 – 5/2013  
*Boys & Girls Club* – Amherst, MA

- Supported teens' and middle school students' academic work at weekly sessions
- Provided assistance with school assignments and social/behavioral issues
- Assembled and wrote a grant to provide funding for a health-conscious cooking program

**English as a Second Language (ESL) Teacher****Summer 2012***Los Geranios School* – Seville, Spain

- Provided secondary language education to a class of twelve Spanish students ages four to twelve
- Created a lesson plan for a summer school program involving grammar and vocabulary for both verbal and written English
- Engaged students with a vibrant and exciting learning environment

**Camp Director****Summer 2010, 2011***Town of Sandwich Recreation Department* – Sandwich, MA

- Collaborated with town officials to establish a new summer camp program
- Lead the branding and marketing initiative, selling out the entire summer in a week
- Was one of a team of ten that ensured the safety of 100 campers ages five to fourteen