Meagan MacLeod

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30-61 32nd St. Astoria, NY 11102

EDUCATION

**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

**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