**EDUCATION**

Bachelor of Science, December 2010

Ball State University, Muncie, IN

Major: Hospitality and Food Management

Minor: Residential Property Management

**RELATED EXPERIENCE**

Dining Services Supervisor, Ball State University

Muncie, IN; March 2012-present

* Manage a staff of fifty cooks, food service workers, and cashiers, as well as forty student employees, in a fast-paced, high-volume dining and seasonal catering establishment.
* Attend to and maintain a high level of food quality and HACCP guidelines to meet and exceed both franchise and departmental standards at all times.
* Maintain POS systems and oversee cashiers and safe count.
* Coach employees resulting in job knowledge and performance
* Assign and review work, orient and train staff

Guest Service Representative and Night Auditor, Comfort Inn & Suites Hotel

Muncie, IN; October 2010-September 2011; December 2011-March 2012

* Answered telephone calls and provided customer service for reservations and attending to guest needs and requests.
* Operated and maintained online reservations system for accurate guest accommodations.
* Carried out overnight account auditing to ensure accurate hotel bookkeeping.
* Managed a team of six housekeepers to maintain high quality guest room standards.

Intern, Comfort Inn & Suites Hotel

Muncie, IN; July 2010- October 2010

* Maintained records of checking in and out of guests
* Handled customer requests and reservations
* Meeting as well as greeting customers
* Provided quality customer relations and services
* Kept accurate cash drawer

Student Employee, Lafollette Square Food Courts

Ball State University, Muncie, IN; August 2008-August 2010

* Organized and stocked food on a daily basis
* Assembled and dressed 100 sandwiches per shift
* Interacted with and assisted customers in finding products
* Complied with food codes and regulations; safe practices

**SKILLS/CERTIFICATES**

* ServeSafe certified; June 2014 – June 2019
* Varsity Boys Baseball Coach; Muncie Burris October 2013-March 2016