

Frances Jones

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Work Experience

Front Desk Agent

Best Western Fort Wayne North-Fort Wayne, IN
July 2025 to Present

Handles reservations, customer service, and guest satisfaction using hotel software.

Volunteer

Clinton Pet Vet Rescue & Sanctuary-Clinton, NY
Cat care.

Volunteer

Clinton Historical Society-Clinton, NY
Project to organize documents relating to the Clinton Figure Skating Club.

Front Desk Agent

Best Western-Warsaw, IN
July 2024 to July 2025

Handles reservations and check in. Interacting with customers and making their stay enjoyable.

Front of House Team Member

McAlister's Deli-Warsaw, IN
July 2023 to July 2024

Point of sale and customer service. Food handling and preparation. Cleaning.

Back Expo

McAlister's Deli-Warsaw, IN
May 2023 to July 2024

Managing and preparing food. Supervising quality and presentation.

Sales

MVCC Bookstore-Utica, NY
January 2022 to May 2022

Sold books, clothes, and other merchandise and worked point of sale.

Sales

Boscov's-New Hartford, NY
October 2021 to January 2022

Sold clothes, organized department, and worked the register. Included mastering the inventory system.

Volunteer

Victory

September 2020 to November 2020

Online

Volunteered with Joe Biden's 2020 presidential campaign, contacting potential voters through text messages. Included discussions with voters on political topics led by a script. Dealt with aggressive and combative individuals.

Student Council

Success Enrichment Group-Fayetteville, NY

September 2019 to May 2020

As treasurer, helped with fundraising and managed money. As Vice-President, helped serve as a liaison between students and staff. Ran Prom Committee. Helped to organize a skating party, a dance, and other events for the group.

Volunteer

Skating Club of Central New York-Cicero, NY

March 2020 to March 2020

Assisted new skaters and helped during lessons. Announced for United States Figure Skating Association test session.

Volunteer

First United Methodist Church of New Hartford-Clinton, NY

Assisted with weekly record keeping of donations and cross-checking of reported versus actual.

Learn to Skate Volunteer

Clinton Figure Skating Club-Clinton, NY

Helped younger children and assisted coaches during lessons to teach new skills and practice previously learned skills. Lead less advanced skaters in games to utilize skills.

Education

Software Development (Working towards Associate's)

Ivy Tech Community College-Warsaw, IN

January 2024 to Present

Biology (Some College)

Trine University-Angola, IN

August 2022 to May 2023

High school diploma

Homeschooled-Clinton, NY

August 2017 to May 2022

Skills

- Leadership
- Cleaning

- Accounting
- Communication skills
- Food handling
- POS
- English
- Food industry
- Supervising experience
- Restaurant experience
- Driving
- Guest services
- Pet care
- Proofreading
- Computer operation
- Retail sales
- Computer skills
- Hospitality
- Fundraising
- Hotel experience
- Cash handling
- Customer service
- Typing
- Guitar (2 years)
- Event Planning
- Dancing
- Guest relations
- Organizational skills
- Front desk
- Python
- Phone etiquette
- Serving
- Animal handling
- Inventory control
- Cash register
- Windows
- Theater
- Food Handling
- Google Docs
- Journalism
- Problem management
- Photography

- Piano (10+ years)
- Time management
- Serving Experience
- Animal care
- Sales
- Event planning

Certifications and Licenses

Driver's License