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OBJECTIVE

Seeking employment to gain knowledge and experience in an environment that expands overall skill base in preparation of entering the workforce.

SUMMARY OF SKILLS

- Proficient with Microsoft Word, Excel, PowerPoint, and Outlook Express
- Partially proficient with Spanish language skills and American Sign language skills
- Reasonable amount of training in hospitality, refreshment services and working in a team environment
- Extensive problem solving and self management skills
- A drive to learn any and all new information and further development of skills

EDUCATION AND TRAINING

- **High School Diploma**, Grandview High School, Aurora, CO, May 2013. GPA 3.0
- Recommended by high school counselor and chosen for trip to Boston for future medical students hosted by Harvard and Boston University

EXPERIENCE

Landmark Theatres, Greenwood Village, 01/15 - currently employed, Porter, Cook, Server, Box Officer, Floor Captain

- Maintain cleanliness and appearance of lobby and theatres
- Consistent restock of concession items (i.e. soda cups, popcorn bags, napkins, straws, etc.) and refilling of service station popcorn
- Efficient and timely cleaning of exited theatres for immaculate appearance
- Sanitation of guest bathrooms, kitchens and guest service stations
- Above and beyond customer service in dealing with guest questions and concerns
- Use of flash cook ovens for frozen and thawed foods
- Processing and completing food tickets quickly and in order
- Escorting guests to movie theatre while explaining provided services
- Taking guest orders, processing payment and returning order correctly and quickly with a smile
- Checking IDs for alcohol orders
- Pre-movie greetings in front of the guests explaining theatre rules

- Processing ticket orders on Vista
- Collecting payment and giving back correct change
- Answering office phone politely and coherently
- Printing and allotment of tickets to guests
- Setup of ADA equipment
- First point of contact for guests through phone and front desk
- Appropriate and polite motivation of floor staff to keep theatre efficient
- Keeping track of theatre needs and stellar customer service

Hawthorn Suites by Wyndham, Englewood, 02/14 – 06/2014, Housekeeper

- Ensure cleanliness and maintenance of property, both interior and exterior
- Provide guests with fresh linens and towels in weekly full room cleanings, including sanitary maintenance of the bathroom and kitchen
- Daily refresh of guest rooms, including towels, dishes, trash duties and making the bed
- Washing and folding fresh towels and linens for housekeeping staff
- Maintaining appearance and cleanliness of front lobby, guest laundry, stairwells, hallways and elevator

Extended Stay Hotels, Englewood, 03/13 – 08/13, Guest Service

Representative, Porter, Housekeeper, Laundry Attendant

- Schedule reservations for guests
- Check guests in and out
- Ensure guest satisfaction
- Collecting payments daily, including direct
- Problem solving between guests, staff, management, and corporate office
- Ensure cleanliness and maintenance of property, both interior and exterior
- Maintain positive and professional relationship with law enforcement to ensure compliance and coordination with warrant procedures and safety of property and guests
- Provide guests with fresh linens and towels in weekly full room cleanings, including sanitary maintenance of the bathroom and kitchen
- Washing and folding fresh towels and linens for housekeeping staff
- Maintaining appearance and cleanliness of front lobby, guest laundry, stairwells, hallways, elevator, guest trash rooms, pool, parking lot and dog waste removal bins

Childcare and Babysitting

- Mother ran a daycare center for majority of my life
- Frequent and regular babysitting jobs around neighborhood
- Experience with special needs; including Down Syndrome, Autism and

Asperger Syndrome

- In school and out of school work with tutoring, reading and social activities with small children and special needs
- Great love of working with kids of all ages and types
- Basic knowledge of ASL and Baby Sign Language