

Lisa A. Caruana

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Summary of Qualifications

Motivated and upbeat individual with over four years of experience in the hospitality industry in a resort environment; familiar with a variety of computer booking systems, such as SMS, InnTopia, and Aloha!. Basic computer skills; call center experience; extensive guest service and childcare experience; conversational French skills.

Education

SEATTLE UNIVERSITY Seattle, Washington, USA
Post-baccalaureate Certificate in Teaching English to Speakers of Other Languages
September 2010.

STATE UNIVERSITY OF NEW YORK AT GENESEO Geneseo, New York, USA
Bachelor of Arts in English and Political Science May 2005
Member of Sigma Tau Delta, National English Honors Society.

Recent Work Experience

Night Auditor Feb. 2011 – present
Intrawest Hospitality Management – Winter Park Resort Winter Park, CO USA

- Ran nightly audit, completed deposit, performed front desk duties. Compiled night audit training manual.

Waitress/Hostess/Busser Dec. 2008 – Aug. 2009/Nov. 2010 – Feb. 2011
Various restaurants Winter Park, CO USA

- Performed basic restaurant duties at pub-styled and fine dining restaurants.

Substitute Teacher May – Aug. 2010
Phinney Ridge Child Development Center Seattle, WA USA

- Aided classroom teacher with student supervision and age-appropriate lessons.

Lift Operator Nov. 2008 – April 2009
Winter Park Resort Lift Operations Winter Park, CO USA

- Maintained snow conditions surrounding lift loading areas, operated chairlift.

Au Pair Sept. 2007 – June 2008
DesBordes Family St. Jean de Gonville, Pays- Gex, France

- Assisted in the daily care and supervision of three boys, ages 8, 10 and 12 years.

Reservations Agent Oct. 2006 – April 2007
Winter Park Resort Central Reservations Winter Park, CO USA

- Resort call center reservations agent; awarded “Agent of the Year” for ‘06 – ‘07.

References available upon request