

# PREP YOUR PATH RESUME SAMPLE

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## Hotel Management and Client Services Professional

### PROFILE

Hospitality professional with experience at luxury and boutique hotels. Knowledge of business, convention, and leisure travel accommodations. Committed to providing high level customer satisfaction through exceptional service.

#### Core Competencies and Skills

Front Desk Operations	Researching and Planning	Teamwork and Leadership
Housekeeping Services	In-Person Communication	Multitasking
Sales and Customer Service	Telephone Communication	Attention to Detail

### EDUCATION

**Purdue University** West Lafayette, IN  
*Bachelor of Science in Hospitality and Tourism Management*; GPA: 3.62 May 2016  
Honor Societies: Alpha Lambda Delta; Phi Eta Sigma; National Society of Collegiate Scholars  
Work Experience: Head Teaching Assistant and Supervisor of 13 TAs and 175 students,  
Introduction to Hospitality Management (2015—2016); Teaching Assistant (2014—2015)  
Involvements: Women's Club Lacrosse; Delta Gamma Fraternity

### HOSPITALITY EXPERIENCE

**The Plaza Hotel** New York, NY  
*Assistant Front-Office Manager; Housekeeping Manager*—At a 282-room luxury landmark hotel June 2016 to Present  

- Ensured guest satisfaction by managing Front Desk operations and housekeeping services.
- Developed sales and customer service skills by completing a management training program.
- Refined software management skills by using OPERA PMS.

**The Break Hotel** Narragansett, RI  
*Development Intern*—For the newest New England based Lark Hotels 16-room boutique hotel. May—Aug 2015  

- Ensured the successful opening of this start-up hotel by working with staff and other resources.
- Developed front desk, concierge, housekeeping, customer service, and management skills.

**Windham Mountain Resort, Ski School** Windham, NY  
*Ski Instructor and Group Leader*—At a Children's Learning Center with access to 54 trails Dec: 2008—2014  

- Increased resort sales and client skills by leading lessons and managing 12 instructors.

**Purdue University, Shreve Residence Hall** West Lafayette, IN  
*Front Desk Staff Member*—At an 890-room residence hall Jan—May 2013  

- Enhanced the student experience by fielding inquires in a dynamic work environment.

### CERTIFICATIONS AND TRAINING

**ServSafe**, Certifications in Food Safety for Managers and Responsible Alcohol Service 2014—2015  
**The Court of Master Sommeliers**, Passed the Introductory Course Examination 2015  
**American Bartenders School**, Licensed Bartender, New York, NY 2014

Computer Skills: Microsoft Office (Word, PowerPoint, and Excel) and OPERA PMS  
High School Leadership: Senior Class President; Captain: Lacrosse and Ski Teams; Class Event Planner (Rye, NY)  
Volunteer: Natalie's Second Chance Dog Shelter (2012—2016); Rosewalk Assisted Living Community (2014—2016)  
Special Needs Service: Child Care Provider (2008—2015)

LinkedIn: [www.linkedin.com/in/acfinnegan](http://www.linkedin.com/in/acfinnegan)

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