

Braden Hein

Fort Collins, CO | bjhein11@icloud.com

Objective

Hospitality and event management student with strong customer service background, seeking a brewery position in Fort Collins to contribute to exceptional guest experiences and deepen my knowledge of the craft beer industry.

Education

Colorado State University — Fort Collins, CO

Bachelor of Science, Hospitality and Event Management

Expected Graduation: Spring 2026

Experience

Sprinkler Technician

Mile High Sprinkler | April 2024 – August 2024

- Delivered individualized service to residential clients, diagnosing and solving irrigation issues quickly and professionally.
- Built strong client relationships through clear communication and attention to detail.
- Worked independently and efficiently under time pressure.

Front Desk Associate

Chuze Fitness | April 2023 – August 2023

- Managed high-volume member interactions while maintaining positive and welcoming energy.
- Resolved membership inquiries, concerns, and payments, ensuring a smooth guest experience.
- Supported special events, promotions, and daily operations.

Crew Member

Raising Cane's | 2022 – 2023

- Thrived in a fast-paced, high-volume restaurant setting, prioritizing team efficiency and guest satisfaction.
- Handled orders, food preparation, and customer service with accuracy and speed.

Skills

- Customer Service Excellence
- Verbal and Written Communication
- Conflict Resolution
- Cash Handling and POS Systems
- Team Collaboration
- Adaptability in Fast-Paced Environments
- Passion for Craft Beer and Local Hospitality