

Kalani Cruz

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EDUCATION

Colorado State University, Fort Collins

May 2026

Bachelor's of Science in Hospitality & Event Management

Minor: Business Administration

Honors, 4.0 G.P.A.

Relevant course work:

Business-Customer Relationships

Ethics in Contemporary Organizations

- *Principles of Accounting*

- *Fundamentals of Management*

PROFESSIONAL EXPERIENCE

Zales, Fort Collins, CO

**October 2025 to
present**

Jewelry Consultant

- Responsible for providing a superior experience to the valued customers by engaging in conversation to understand their needs
- Present merchandise and share detailed information regarding features and benefits of products
- Provide information regarding extended service plans and financing options
- Meet individual and team sales goals

Orientation & Transition Programs, Colorado State University

**January 2025 to
December 2025**

Office Assistant

- Coordinated and performed office functions, such as answering phones, proofing and preparing materials, navigating the reservation system, and composing professional and accurate email correspondence.

Aspen Grille, Fort Collins, CO

**August 2024 to
October 2025**

Lead Server

- Greeted and guided guests through their dining experience, from checking reservations and seating to taking orders and delivering food and drink to taking payments.
- Practiced safe food handling practices and techniques, as well as following all liquor service laws.

SKILLS & CERTIFICATIONS

- Problem solving
- Customer satisfaction
- Time management
- Attention to detail
- Teamwork
- ServSafe Food Protection Manager Certification
- TIPS Alcohol Certification