

# Isabella Eylens (she/her)

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## QUALIFICATIONS

- Prioritized and executed tasks under pressure to meet tight deadlines, maintaining strict quality control and attention to detail.
- Led cross-functional teams using adaptable strategies, creative problem-solving, and clear communication to achieve operational goals.
- Applied extensive knowledge of current industry trends to optimize operational processes and efficiency.
- Drove sales and repeat business by elevating guest satisfaction through outstanding service and proactive problem resolution.
- Managed and resolved complex customer issues quickly and professionally, maintaining exceptional guest relations and organizational reputation.

## EDUCATION

### **Bachelor of Science in Hospitality and Event Management**

CONCENTRATION IN BUSINESS ADMINISTRATION

Colorado State University (CSU), Fort Collins, CO

Expected May 2026

GPA: 3.67/4.0

### **15-week Semester Study Abroad Program**

Florence University of the Arts, (FUA) Florence, Italy

January-May 2025

GPA: 4.0/4.0

**Relevant Coursework:** Event Management, Hotel Operations, Hospitality Marketing, Food, Beverage, & Labor Cost Control, Strategic Writing & Communication, Legal Environment of Business, Human Resource Management, Resort Tourism Management, Alcohol Beverage Control and Management, Foodservice Systems Purchasing and Operations, Culinary Tourism, Food Safety Management, Entrepreneurship, Financial Accounting, Corporate Finance

**Certificates:** TIPS On-Premise Alcohol Server Training, Rserveing Colorado Responsible Serving of Alcohol, HOOTSUITE: 'Social Media Marketing' & 'How to Use Hootsuite'

## RELEVANT WORK EXPERIENCE

### **Assistant Wedding Coordinator, The Mill Event Venue**

Windsor, Colorado

January 2026-Present

- Supports the Head Event Coordinator with setup, on site-execution, and breakdown of weddings and private events.
- Setup for ceremonies and/or reception layouts, including decor placement and communicating with vendors, with extreme attention to detail.

- Assist and direct guests and maintain venue cleanliness and professionalism.
- Review and have awareness of timeline and event plan, assist with venue flip and transition, and problem solve and support clients, guests, and coworkers.
- Key and direct part of the guest and client experience.

**Server & Beverage Cart Attendant, *Landscape Golf Management*** May 2025-August 2025  
Broadlands Golf Course, Broomfield, Colorado

- Managed all inventory and logistics for the mobile beverage cart, delivering service to 100+ golf patrons daily.
- Executed high-volume mobile POS transactions and reconciled daily cash and credit sales with 100% accuracy.
- Promoted daily food and beverage specials to increase per-round sales revenue while delivering exceptional customer service.
- Maintained strict compliance (e.g., TIPS certified) with all alcohol service regulations, prioritizing safety and efficient service.
- Supported clubhouse and banquet operations, assisting with table service, order delivery, and efficient event setup/breakdown.

**Front Desk Agent, *Sage Hospitality Group*** February 2024 - December 2024  
The Elizabeth Hotel, Fort Collins, Colorado

- Drove incremental revenue by utilizing suggestive selling techniques to consistently upsell room tiers and amenities, directly contributing to the hotel's occupancy and RevPAR goals.
- Managed high-volume guest operations (check-ins, check-outs, and billing) with precision, ensuring accurate room assignments and seamless arrival experiences for hundreds of guests weekly.
- Acted as the primary point of resolution for guest escalations, utilizing conflict management skills to solve complex billing or service issues and maintain high guest satisfaction scores.
- Served as a knowledgeable concierge for in-house and local events, coordinating with internal teams to fulfill special requests and VIP amenities.

## **LEADERSHIP & COMMUNITY ENGAGEMENT**

**Gamma Phi Beta Sorority, Colorado State University** September 2023 - Present  
Fort Collins, Colorado

- Collaborated with a 150+ member chapter to plan and execute large-scale philanthropic events, successfully raising funds for *Girls on the Run* through coordinated marketing and community outreach.
- Facilitated event logistics for recruitment and social functions, managing set-up, guest intake, and breakdown while ensuring compliance with Panhellenic safety and risk management protocols.
- Strengthened community relations by organizing and volunteering for diverse service projects, representing the organization professionally to the Fort Collins and CSU community.