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Professional Objective

Hospitality and Event Management senior at Colorado State University with hands-on experience in Forbes Five-Star resort operations and leadership roles in high-volume guest environments. Seeking to pursue a management career in luxury hospitality where I can contribute strong operational awareness, guest-experience expertise, and team leadership skills to deliver exceptional service standards and drive operational excellence.

Education

Colorado State University – Fort Collins, CO

Bachelor of Science, Hospitality and Event Management

Expected Graduation: May 2026

Rock Canyon High School – Lone Tree, CO

Graduated with Honors, 2023

Professional Experience

Salamander Middleburg Resort & Spa – Middleburg, VA

Hospitality Intern, Front Desk Operations

May 2025 – August 2025

- Delivered personalized guest service in a **Forbes Five-Star luxury resort**, maintaining the highest standards of professionalism, discretion, and attention to detail.
 - Supported daily front office operations while gaining exposure to **leadership decision-making, guest relations strategy, and interdepartmental coordination**.
 - Anticipated guest needs, resolved service challenges, and contributed to creating seamless, high-touch guest experiences.
 - Shadowed management and observed operational planning, staffing coordination, and service-recovery strategies in a luxury environment.
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Hershey Entertainment & Resorts – Hershey, PA

Attractions Operator Trainer

May 2024 – August 2024

- Promoted to Trainer after demonstrating strong leadership, operational awareness, and reliability in a fast-paced, guest-focused environment.
- Trained and mentored new team members, reinforcing service standards, safety protocols, and professionalism.

- Selected for the **Leadership Development Internship Program**, completing weekly training focused on management skills, communication in operations, and team leadership.
 - Recognized as an **Outstanding Employee** for performance, initiative, and commitment to guest satisfaction.
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Starbucks – Lone Tree, CO

Barista

August 2021 – July 2023

- Maintained high service standards in a fast-paced environment, consistently prioritizing guest experience and efficiency.
 - Managed cash handling, closing procedures, and daily operational responsibilities with accuracy and accountability.
 - Built strong communication and problem-solving skills by resolving guest concerns and supporting team workflow during peak periods.
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Leadership Experience

Zeta Tau Alpha – Colorado State University

Vice President of Finance

November 2024 – January 2025

- Oversee budgeting, financial reporting, and expense management for a large student organization.
- Present financial updates to leadership and membership, strengthening transparency and strategic planning.
- Coordinate with executive officers to allocate funds for events, operations, and philanthropy initiatives.
- Manage vendor payments and financial planning, reinforcing organizational accountability and operational structure.

Alumnae Connections Chair

December 2023 – December 2024

- Strengthened professional networking and long-term engagement between members and alumnae.
 - Planned events and mentorship initiatives, improving participation and relationship building within the organization.
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Core Competencies

Luxury Guest Experience & Service Standards

Leadership & Team Development

Operational Awareness & Problem Solving

Professional Communication

Attention to Detail

Time Management & Organization

Service Recovery & Guest Relations

Cross-Department Collaboration

References

Available upon request
