

Sydney Sartain

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Experience

Sage Hospitality, The Elizabeth Hotel - Marriott Autograph Collection - Fort Collins, CO April 2025 - Present
Front Desk Agent, Tier 2

- ❖ Serve as a central point of communication between housekeeping, maintenance, food & beverage, events, and management to support smooth, property-wide operations.
- ❖ Support day-to-day operational flow by balancing guest needs with departmental coordination and real-time problem-solving.
- ❖ **Promoted to Tier 2 Agent in July 2025.**

Our Nation Conversation- Remote November 2025 - Present
Special Events Intern

- ❖ Designed and Implemented a stakeholder outreach system to track communication, confirmations, and event planning progress.
- ❖ Support planning and coordination of special events by managing timelines, confirmations, and logistical details in a remote environment.

English Connections - Seville, Spain July 2025
ESL Teaching Assistant Internship

- ❖ Developed strategies to teach/ coach groups and to tailor training more effectively based on individuals' differences in developmental needs.
- ❖ Coached small groups and individuals, reinforcing clear communication, patience, and adaptability in a cross-cultural setting.

White Lodging, JW Marriott Hotel - Austin, Texas May 2024 - August 2024
Restaurant Host/Server

- ❖ Gained hands-on experience with food & beverage operations, guest pacing, and service coordination.
- ❖ Managed guest flow, reservations, and table timing in a high-volume restaurant environment.

Professional Skills and Competencies

Social Acumen - Decision-Making - Multitasking - Communication - Coordination - Teaching/ Coaching - Conflict Resolution - Problem Solving

Education

Colorado State University (CSU) - Fort Collins, CO Expected Grad. May 2026
Bachelor's of Science in Hospitality & Event Management Minor in Business Administration

- ❖ Developing and demonstrating knowledge of hospitality operations, primarily for hotel and restaurant, both front-of-house and back-of-house; such as budgeting & accounting, marketing & sales, procuring operational supplies, recruiting, training, etc.
- ❖ Developing an understanding of the scientific implications of customer service and how to apply them in an organizational setting.

EDEA/ International Marketing Course - Barcelona, Spain January 2025

- ❖ Gained analytical skills by examining case studies about how to tailor business operations to international cultural, economic, and regulatory differences.

References

- ❖ Brandon Lin, Director of Rooms at The Elizabeth Hotel