

**First Name Last Name**

**City, State/ Phone: Telephone Number** *(best available)*

**Add Email and LinkedIn**

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**EDUCATION**

**Florida International University, Miami, FL Chaplin School of Hospitality & Tourism Management**

Master of Science Degree in Hospitality Management

**December 2008** *(expected graduation date)*

*Include major of specialization (if applicable)*

*GPA (only add if it is 3.5 and higher)*

*Relevant Courses*

*Scholarships you have been awarded (date awarded)*

*Certifications (date certified)*

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**EXPERIENCE**

**Your Most Recent Employer, City, State**

**Start Date- End Date/or Present**

Front Desk Supervisor

*(If your employer is not a household word, describe briefly, including size in revenues or employees)*

Describe your role briefly by giving specific details of your responsibilities:

- Starting with a strong, skill-based action word, detailing your proudest accomplishment *(i.e. something you did that contributed to the success of an event, department, and or position)*
- Add a second achievement from something you did that increase sales, customer loyalty and service level

**Your Previous Employer, City, State**

**Start Date- End Date (month/year)**

Front Desk Agent \* *Note: Change wording to past tense if you are not working at this current company)*

*(If your employer is not a household word, describe briefly, including size in revenues or employees)*

Describe your role briefly by giving specific details of your responsibilities:

- Starting with a strong, skill-based action word, detailing your proudest accomplishment *(i.e. something you did that contributed to the success of an event, department, and or position)*
- Add a second achievement from something you did that increase sales, customer loyalty and service level

**Your Earlier Employer, City, State**

**Start Date-End Date (month/year)**

Guest Relation Representative\* *Note: Change wording to past tense if you are not working at this current company)*

*(If your employer is not a household word, describe briefly, including size in revenues or employees)*

Describe your role briefly by giving specific details of your responsibilities:

- Starting with a strong, skill-based action word, detailing your proudest accomplishment *(i.e. something you did that contributed to the success of an event, department, and or position)*
  - Add a second achievement from something you did that increase sales, customer loyalty and service level
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**ADDITIONAL INFORMATION**

- Languages- Spanish, French, Mandarin
  - Software Skills- Microsoft Office, P.O.S and P.M.S Systems, Social Media
  - Volunteer- S.O.B.E, Events, Charity
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**INDUSTRY MEMBERSHIPS**

*(Only those that relate to your Major and /or your career path)*

- Sales and Marketing Action Resource Team: President **Date**
  - Travel and Tourism Industry Society: Secretary/Treasurer **Date**
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**CONFERENCES ATTENDED**

- National Society of Minorities in Hospitality **Date**