

Regina Parker

Address | Phone Number | Professional Email | LinkedIn Profile

Education

West Virginia University | Morgantown, WV
Bachelor of Science in Business Administration
Major: Hospitality and Tourism Management
Minor: Marketing

May 20XX
GPA 3.97/4.0

Work Experience

Fresh Hospitality LLC, Morgantown, WV
Taziki's Café Intern

May 20XX-Present

- Prepare and provide Taziki's event catering for women's and men's basketball tournaments at WVU
- Research, create, and implement restaurant rubrics to measure performance in food, service, price, and atmosphere to provide feedback for management
- Created a new marketing strategy by starting a social media page that advertises specials, campus events, and other information

Nemacolin Woodlands Resort, Farmington, PA
Lodging & Guest Services Intern

May 20XX-August 20XX

- Received Forbes Five-Star service training and ensured all customer needs were met at the Falling Rock front desk
- Resolved service-related issues in a timely manner and accommodated guests' requests
- Collaborated with maintenance and housekeeping to ensure satisfactory guest services

Hilton Garden Inn, Morgantown, WV
Banquet Setup/Server

August 20XX-December 20XX

- Followed banquet event orders to ensure banquet rooms met specifications for each individual event and reset room to original state after event concluded
- Seated and served guests, removed dinnerware with practiced pacing, and ensured cleanliness of dining area throughout events
- Organized a banquet for over 500 participants by creating seating arrangements, making menu decisions, and setting up decorations
- Multi-tasked during events to assist servers, reported maintenance issues to management, and provided any necessary information to banquet patrons

Involvement

MountaineerTHON, Entertainment

September 20XX-Present

- Create MountaineerTHON event schedule, plan all in-event activities, and design all event logistics
- Communicate and coordinate with all outside contractors involved in putting on the event

WVU Hospitality Club, Morgantown, WV

August 20XX-Present

WVU Track & Field, Morgantown, WV

August 20XX-Present

Honors

- Academic All Big XII First Team Spring 20XX
- Dean's List Fall 20XX, Spring 20XX
- President's List Spring 20XX, 20XX
- Bucklew Scholarship Award Recipient Fall 20XX

Resume Checklist

Personal Information

- Include your first and last name at the top in a large font (14-16pt).
- Phone Number:** List the number where you are most easily reached; set up a professional voicemail.
- Email Address:** Use a professional address, such as `firstname.lastname@gmail.com`. Avoid inappropriate prefixes, such as mountaineer.cutie@gmail.com.
- Address:** Different scenarios dictate which address (or addresses) you should include: current, permanent, both, or none. If your address is close to the job location, include it. If the address is far away and you want to include your address, it can be beneficial to indicate that you are mobile or actively relocating since some companies find that they better retain talent who already live in close proximity.
- If you are active on LinkedIn, include the URL to your profile.

Formatting & Appearance

- Make sure your resume is one page.
- Use a readable font such as Calibri, Arial, Times New Roman (11-12pt).
- Differentiate sections by headings (e.g. Education, Work Experience, Involvement, Leadership).
- Put Education as the first heading, then organize headings in order of importance.

Education

- Include West Virginia University at the top of the Education section. Underneath, include Bachelor of Science in Business Administration.
- List Hospitality and Tourism Management as your major and include all minors and areas of emphasis.
- Add any undergraduate projects you have completed and include what you did, how you did it (research methods), and if you presented your findings.
- Add study abroad experience and include 1-2 bullet points about what the experience entailed.
- Include your GPA (always if above a 3.0; if below a 3.0, contact the CCD to discuss)
- Add honors (Dean's List, Scholarships, etc.). You can also create a separate section toward the bottom.

Work Experience, Leadership, Involvement, and Volunteering Sections

- List the name of the organization, the title you held, and the location (city, state).
- Put your start date (month and year) and end date (month and year).
- Bold or italicize job titles and/or the name of the organization.
- List experience in reverse chronological order (most recent first).
- Use bullet points to highlight your responsibilities and tasks.
- Use action verbs (present tense for current jobs, past tense for previous jobs).

Building Better Bullets

- Use quantifiable and measurable information in your bullets.
 - *BAD* Open-ended:** Helped managed children at summer camp
 - *GOOD* Measurable:** Managed over 250 children ages five to fourteen at a week-long day camp
- Ensure your bullet points are objective, rather than subjective or up to personal opinion.
 - *BAD* Subjective:** Experienced verbal communicator
 - *GOOD* Objective:** Delivered ten Ignite-style presentations to audiences ranging from 10-100 individuals on the topics of ethics in the workplace

Technical Skills

- Include technical (hard) skills, such as proficiency in various software systems.
- Do not simply list soft skills (e.g. teamwork or leadership). Demonstrate them via the bullet points of your experiences.