**First Name Last Name**

Lincoln, NE 68508 | Phone | [Email](mailto:hsmith6@unl.edu)

**EDUCATION**

**University of Nebraska-Lincoln |** Lincoln, NE  *(Expected) May 2023*

**Bachelor of Arts in Hospitality, Restaurant, and Tourism Management**    **GPA: 3.5/4.0**

Minor(s): Agriculture Leadership, Education & Communications

**RELATED EXPERIENCE**

**Chick-Fil-A**, Lincoln, NE

*Kitchen Manager*   *December 2021-Current*

* Supervised a crew of up to five cooks to makes sure customer orders were made correctly and efficiently
* Facilitated the ordering and organization of all kitchen supplies and food
* Communicated with front of house staff to determine capacity and upcoming orders so that wait times remained low

**Panera**, Lincoln, NE

*Shift Lead*  *September 2018-March 2020*

* Managed a crew of up to eight crew members to make sure they were on-task and responding to customer needs
* Solved customer issues and complaints to ensure customer satisfaction
* Operated point-of-sale systems and handled cash register duties while maintaining customer flow and efficiency

**Hy-Vee,** Omaha, NE

*Clerk*    *May 2018-August 2018*

* Communicate with customers to determine needs and customize product to specifications
* Stock and refill products in a timely manner
* Communicate with customers to determine catering options

**TRANSFERRABLE EXPERIENCE**

**YMCA Camp Leif Ericson**, Sioux Falls, SD

*Counselor* *June 2022-August 2022*

* Led groups of 4-12 campers in various arts and crafts activities to enrich and complement their learning
* Responded to the needs of diverse groups of students within the classroom
* Created and facilitated art lessons based on nature to connect the camper to their surroundings

**LEADERSHIP**

* University Health Center Well-Being Coach *2019-2021*
  + Built and maintained relationships with peers, faculty, and students
  + Counseled college students through difficult times
* CEHS Student Advisory Board  *2019-2020*
* Inclusive Leadership Training Facilitator (2019) and Trainee (2018)
* CEHS Peer Network Program *2018-2020*

**SKILLS**

**Technology:** Microsoft Office Suite, InDesign

**Language**: Proficient in French