

Kristin Smith

T: 973 886 7343 W: www.kristinmargaretdesign.com E: kristinmargaretdesign@gmail.com

- Experience**
- Bristol Harbour Resort**, Canandaigua, NY March 2013 – January 2014
Front Desk Attendant. Answered phone and fielded questions about the resort. Made hotel, dinner, and golf reservations. Checked guests in and out of the hotel, explained everything they needed to know about the resort, their rooms, amenities offered, and nearby attractions. Handled cash and credit transactions of up to \$1000 a day.
- Lake Valhalla Club**, Montville, NJ June 2012 – February 2013
Waitress and Dessert Plater. Assisted club members in getting drinks and food while sitting at the lake in the summer months. Took and delivered orders during all other months. Made desserts look nice on the plate when ordered. Handled cash and credit transactions of up to \$1500 a day.
- 7 Marketing**, Philadelphia, PA October 2011 – May 2012
Corporate Trainer. Cold-call direct marketing, door-to-door sales. Acquired new customers for our clients through one-on-one, personal conversations. Interviewed and trained new employees. Competed with coworkers in a friendly environment for extra bonuses. Worked with each other to ensure that our knowledge and techniques were always evolving.
- Range Recording Studios**, Ardmore, PA April 2010 – September 2010
Receptionist, Graphic Design Intern. Answered phones and fielded calls about services offered, availability, and pricing. Created graphics for print and web advertising, as well as handouts for those who visited the studio and people at local music events. Created a comfortable environment for artists.
- Cosi**, Philadelphia, PA February 2008 – June 2011
Barista, Waitress, and Trainer. Took and made coffee and sandwich orders. Ensured satisfaction with final product. Worked to upsell specific seasonal offerings and new items. Trained new employees on proper food safety and customer service procedures. Handled cash and credit transactions of up to \$2000 a day.
- Education**
- Drexel University**, Philadelphia, PA September 2007 – June 2011
Bachelor of Science in Graphic Design with a concentration in Advertising.
 Asbury Ministry: President 2008-2010, Student Leader 2008-2011.
 Drexel Club Field Hockey: Fundraising Chair 2009-2010.
 Delta Zeta Sorority: Sunshine Correspondence Chair 2010-2011.
- Skills**
- Proficient:** Microsoft Office: Word, Excel, Powerpoint, Outlook. Windows.
Expert: Customer service. Adobe Creative Suite. Max OSX.

References available upon request.