

Julissa M. Soto

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OBJECTIVE: Experienced hospitality student in search of a position that would utilize and further enhance experience and skills in the events, tourism, planning, customer service and hospitality industries.

EDUCATION:

University of New Haven

Bachelor in Hospitality and Tourism Management; Expected Date of Graduation Spring 2013

EMPLOYMENT HISTORY:

The Quinnipiac Club, New Haven, CT

Front Desk Agent

June 2012-Present

- Check guest in and checking to guarantee all information is correct.
- Communicate with all departments regarding all house special events and needs.
- Answer telephone in a professional manner and assists guests with questions and concerns.

Hazell Nut Café, West Haven, CT (University of New Haven)

Marketing Manager

January 2012-May2012

- Produced daily advertisements to send to student body and faculty/staff.
- Listen and solve existing issues for management, employees as well as customers.
- Conducted cashier, customer service and equipment training.

Assistant Manager

August 2011-December 2011

- Conducted cashier, customer service and equipment training.
- Inventory and Purchasing.
- Listen and solve existing issues for management, employees as well as customers.

Jeffrey's Fusion, West Haven, CT (University of New Haven)

January 2011-December 2011

Waitress/ Runner

- Communicate between the kitchen and the service staff to ensure quality and accuracy of orders.
- Communicate with management and servers in regards to menu changes throughout service.
- Ensured that guests have a positive and memorable experience.

Wildlife Conservation Society (Bronx Zoo), Bronx, NY

Accounting and Office Management Assistant

May 2011- October 2011

- Responsible for calculating daily attendance and revenue, updating and maintaining files.
- Responsible for hospitality services, phone refunds and quality customer service.
- Light maintenance duties.

Admission Sales Associate

March 2009 - January 2011

- Responsible for cash handling, customer service, balance drawer, and hospitality services.
- Handled large amounts of money daily, maintained proper cash limits, completed audits, cash ins and cash outs.

COMMUNITY SERVICE:

Integrated Refugee and Immigrant Services, New Haven CT

February 2013-Present

Making Strides against Breast Cancer, New Haven CT

October 2010-2012

Aids Walk New York, NY

May 2010

EXTRACURRICULAR ACTIVITIES:

Sigma Lambda Gamma National Sorority, Incorporated

March 2012-Present

Vice President

Latin American Student Association

August 2011- December 2012

Vice President

Skills:

- Bilingual (Spanish & English)
- ServSafe
- Microsoft Word, Excel, Power Point, Typing 50 WPM
- Fastidious attention to detail
- Excellent verbal communication skills and ability to work well with others
- Excellent problem-solving skills

February 2011