

Alexandria Depenbrock

<https://www.linkedin.com/in/alexandria-depenbrock-3a7823a2/>

C: 770-298-9850

Kennesaw, GA 30144

ali_depenbrock@hotmail.com

Friendly and courteous Hospitality student with strong written and verbal communication skills and proven customer service skill. Excel at fostering relationships with customers to promote satisfaction and loyalty. Experienced in staff scheduling, shift open/close procedures, operating POS systems, and managing administrative tasks.

EDUCATION

Kennesaw State University- Kennesaw, GA

- **Bachelor of Science:** Culinary Sustainability and Hospitality December 2020
- **Bachelor of Business Administration:** Accounting Graduate

WORK HISTORY

Food and Beverage Intern, 05/2019 to 08/2019 at The Hotel Hershey, Hershey PA

- Supervised server staff and provided solutions to resolve issues with customer experience
- Resolved guest complaints while exhibiting high professionalism and strengthening my customer service skills
- Implemented tasks that created an effective workflow and increased server accountability
- Assisted with weekly liquor orders and daily inventory orders

Tax Intern, 12/2017 to 03/2018 at Tidwell Group, Suwanee GA

- Worked as part of a team in developing tax returns and reports, as well as compiled a training guide

Cashier, 08/2015 to 05/2017 at Publix store 1077

- Operated a POS system with an average of 150 customer purchases a day and provided an elevated customer experience to generate a loyal clientele.
- Received multiple positive reviews acknowledging dedication to excellent customer service
- Upsold and promoted complementary items based on customer needs to increase net profits by \$2250/wk

SKILLS

- Microsoft: Excel, Word, PowerPoint
- Self-motivated
- Needs assessments
- Account management
- Cash handling and POS expertise
- Aptly responsive to emergency situations
- Excels at conflict resolution
- Skilled with telephone inquiries
- Reliable and resourceful
- Exceptional customer service

HONORS & ACCOMPLISHMENTS

- Recognized by the Deans of UNG and KSU a total of five times for academic achievement.
- Accepted and participated in the Dwight D. Eisenhower Student Ambassadors Program, 2012.
- ServSafe Food Protection Manager Certification, 2017.

EXTRACURRICULARS

- Practicing TaeKwonDo 8+ years, 2nd Dan Kukkiwon Black Belt.
- Summer study abroad in France 2014 and China in 2017
- Amassed 200 volunteer hours since 2015
- Leisure travel: Canada, France, Greece, Italy, UK, Ireland, Norway, Netherlands, Bonaire, Dominican Republic, and Montenegro.