

VICTORIA MONROY

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A service-oriented university student and hospitality industry professional with 2 years of experience working in restaurant operations, sales, and revenue growth. Recognized for enhancing service delivery and controlling costs with employee turnover rates by the industry standard.

PROFESSIONAL EXPERIENCE

AMERICAN RED CROSS, Mineola, NY

Volunteer, Nov 2023 – Present

- Team leading in Disaster Workforce Engagement in the office of Mineola
- Supporting the annual DSC regional goals, RDO objectives, and regional/chapter plan for volunteer engagement by coordinating projects, and participating in local DWE activities

ENGINEERS COUNTRY CLUB, Roslyn Harbor, NY

Server, May 2023 – Present

- Serving food and drinks to members
- Event coordination and planning
- Maximizing customer service
- Ensuring pleasurable guest experience
- References available upon request

THE CAPITAL GRILLE, Garden City, NY

Host, July 2022 – April 2023

- Knowledge of Open Table operating system
- POS systems experience
- Organizing business events and seating arrangements
- Ensuring top-notch customer service
- Introducing specials to guests when seated
- Sales and event planning experience under Marketing Manager

EDUCATION

HOFSTRA UNIVERSITY, Hempstead, NY

BBA in International Business and French, May 2026 (Present)

GREAT NECK SOUTH HIGH SCHOOL, Great Neck, NY

High School Diploma, June 2022

ADDITIONAL SKILLS / CERTIFICATIONS

- Adult and Pediatric CPR/First Aid/AED Certified (American Red Cross)
- Bilingual in Spanish and English, Professional/Conversational French
- Organization, team cooperation skills
- Sales and marketing knowledge in hospitality management