

ChristineMarie Druid

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♦ *Willing to Relocate | Available for Weekends*

Professional Profile

Hospitality-Focused Administrative Professional with 20+ years of experience delivering exceptional guest service in VIP environments. Adept at managing high-volume inquiries, reservations, and front desk operations with warmth and precision. Passionate about farm-to-table style hospitality and creating curated experiences—from intimate tastings to vineyard weddings—that reflect Virginia's terroir and Pippin Hill's commitment to *'gracious service with a sense of place'*.

Why Pippin Hill?

- ★ Luxury Service Expertise: Trained in ****Forbes/AAA 4-Diamond standards**** (UVA Host Properties).
- ★ Reservation & Event Coordination: Managed 50+ daily interactions with 98% guest satisfaction.
- ★ Local Knowledge: Deep familiarity with Virginia's hospitality scene and guest expectations.

Relevant Experience

Sports Operations Coordinator

UVA Host Properties (Forbes/AAA 4-Diamond Property) | Charlottesville, VA | 2024 – Present

- Guest Relations: Greeted 200+ weekly visitors, resolving inquiries with polished professionalism.
- Reservation Management: Scheduled bookings with 100% accuracy using Club Automation/V1 Resort systems.
- Team Collaboration: Partnered with event staff to coordinate seamless guest experiences.

Executive Administrative Assistant

Kawali Nayla, Inc. | Sylmar, CA | 2012 – 2021

- Communication Hub: Managed 20+ daily calls/emails for executives, ensuring timely and courteous responses.
- Detail-Oriented: Maintained flawless records and calendars for high-profile/celebrity clients.

Skills for Pippin Hill

- Hospitality Tools: Reservation systems (Club Automation), MS Office, CRM platforms
- Guest Service: Conflict resolution, wine/tourism knowledge, multichannel support
- Operational Excellence: Front desk management, event inquiry routing, policy adherence

Education & Certifications

Business Administration (In Progress)| Piedmont Virginia Community College
Forbes/AAA 4-Diamond Service Training