

## EDUCATION

### Temple University

School of Sport, Tourism and Hospitality Management  
Bachelor of Science, Tourism, Hospitality, and Event Management

Philadelphia, PA  
Expected Graduation: May 2028

## EXPERIENCE

### Customer Experience Agent

#### *British Airways*

Philadelphia, PA  
February 2026 – Present

- Delivered personalized, world-class service to British Airways and codeshare passengers throughout the airport journey, including check-in, boarding, and arrivals
- Assisted customers with documentation, baggage processing, and ticketing inquiries while maintaining efficiency during peak operational periods
- Supported premium and high-value customers with tailored service at check-in and within British Airways' Galleries Lounge
- Responded to customer questions, concerns, and service disruptions with professionalism, empathy, and a solutions-focused approach
- Collaborated closely with team members to facilitate safe, secure, and on-time departures in a fast-paced, safety-critical environment
- Adapted quickly to changing operational needs while maintaining a calm, positive demeanor and upholding British Airways' high service standards

### Server and Host

#### *Bittersweet Kitchen*

Media, PA  
August 2022 – Present

- Delivered high-volume brunch service in a busy, fast-paced restaurant with frequent 45+ minute wait times
- Sole host on shift, managing the waitlist independently and ensuring smooth guest flow during peak hours
- Trained waitstaff on service standards and cashiers on POS operations (Square), supporting team performance and guest satisfaction
- Handled guest complaints with professionalism and empathy, resolving issues independently or in collaboration with the team
- Anticipated guest needs to proactively prevent dissatisfaction and enhance the dining experience

### Server

#### *Media's Towne House*

Media, PA  
May 2024 – June 2025

- Delivered high-quality service in a high-volume, upscale steakhouse known for its themed dining rooms and craft cocktail program
- Served 75–150+ guests per shift across dinner and late-night cocktail hours, ensuring efficient and attentive hospitality
- Recommended food and cocktail pairings and managed guest tabs with precision during complex service across multiple bars and menus
- Handled payments and collaborated closely with bartenders to coordinate drink orders, resolve billing issues, and prevent walkouts
- Maintained calm professionalism under pressure, juggling multiple parties and high guest expectations

## ACTIVITIES

Member of Leadership: Tourism & Hospitality Management Student Professional Organization August 2024 – May 2025

## AWARDS and ACKNOWLEDGEMENTS

Member: Temple University Honors Program

August 2024 – Present