

Kelsey Feltkamp

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Education

College of Charleston, Charleston SC

May 2020

Bachelor of Science in Hospitality and Tourism Management

Minor in Business Administration

- Relevant Coursework: Principles and Practices in Hospitality and Tourism, Service Operations Management, Meetings and Conventions Management, Hotel Management
- Microsoft Office Specialist, Excel – December 2019

Study Abroad

Management and Marketing: Destination Iceland, Iceland

May 2019

iCharleston Freshman Abroad Program, Dublin Business School, Ireland

Fall 2016

Relevant Experience

Wild Dunes Resort, Isle of Palms – *Guest Services Intern*

January 2020 – Present

- Respond to guest complaints and requests
- Answer all phone calls from guests and outside numbers
- Assists with sending out mail and packages

Bulldog Tours, Charleston, SC – *Front Desk Receptionist*

February 2019 – Present

- Manage customer reservations using FareHarbor.com and facilitate the customer check-in and check-out process
- Demonstrate outstanding customer service and communication skills by coordinating tours and assigning tour guides
- Proficient in Microsoft Office applications

DoubleTree Hotel & Suites, Charleston, SC – *Guest Services Representative*

October 2017 – November 2018

- Utilized OnQ software to assist with checking-in and checking-out guests while also handling service recoveries daily
- Delivered guest amenities, VIP amenities, and room service when needed
- Served as the concierge for restaurant and tourist recommendations

Allegria Hotel, Long Beach, NY – *Front Desk Agent*

May – August 2018

- Utilized Opera software to set up airline reservations including arranging packets with meal cards and room keys for airline crews
- Assisted with checking-in and checking-out guests; with the inclusion of assigning rooms and resort amenities
- Answered phone calls and set up wake-up calls for guests and airline crews

Leadership Experience

Club for Hospitality and Tourism Management, Member

January 2017 – Present

- President (January 2019 – Present)
 - Collaborate with members to organize weekly meetings by reaching out to local business owners, hotel managers, and hospitality professionals
- Director of Social Media (January 2018-December 2018)
 - Creating original content through social media platforms including Instagram and Facebook to promote club activities and events