

JENNA L. SWEETMAN

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An organized ambitious candidate with guest-oriented internship experience in several hospitality roles looking for additional internship/employment opportunities. Skilled in managing guest needs while quickly addressing and correcting issues with experiences. Ability to be a team player, communicate complex information and resolve problems professionally. Looking to contribute to an organization that offers a genuine opportunity for hospitality experience and employment.

HOSPITALITY STRENGTHS

- Hospitality and Interpersonal Skills
 - Understanding Guest Problems
 - Sensitivity to Guest Issues
 - Strong Professional and Ethical Standards
 - Developing Positive Customer Relations
 - Effective Communicator
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EDUCATION AND CREDENTIALS

University of South Carolina, Columbia, South Carolina

- Bachelor of Science, Hospitality Management, *anticipated graduation Fall 2023*
 - Dean's List (all semesters), GPA 3.76
 - Highlighted coursework: Club Management, Hotel Management
 - Minor: Film and Media Studies
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PROFESSIONAL EXPERIENCE

Walt Disney World, Orlando, Florida

Disney College Program Hospitality Internship

01/2022 – 07/2022

- Accepted to this selective Disney hospitality internship program;
- Participated in an extensive onboarding and training program, which included hospitality training classes;
- Placed in a demanding Magic Kingdom restaurant/quick service role working face-to-face with guests at outdoor food vending locations all around the park;
- Managed food/supply inventories at each location, also assigned guest greeter and customer service roles;
- Responsible for training new employees and participated in park opening/closing;
- Recognized and promoted to support role between vendors and park coordinators/leaders to enable better communication and to ensure that quality and guest experience standards were maintained;
- Received "Outstanding" evaluations from supervisors for each role;
- Maintained the highest level of positive guest engagement to "make the magic" happen.

Garnet Media Group, University of South Carolina, Columbia, South Carolina

WUSC-FM Special PSA Projects Manager

08/2022 - Present

- Created several initiatives to raise awareness of the station, serve USC and benefit the community through Public Service Announcements (PSAs);
- Implemented a successful PSA outreach program through the USC community by: recruiting/identifying groups/organizations, writing and recorded the PSAs and making sure they get on the air.

WUSC-FM Program Director

08/2021 – 12/2021

- Responsible for station compliance regarding all Federal Communications Commission (FCC) regulations;
- Zero (0) FCC infractions as Program Director;
- Supervised all student shows; including PSA's and Station ID's;
- Provided training and mentorship for new Disc Jockey's (DJ's) along with creating show schedules for each term and breaks;
- Assisted with on-campus informational events and other special projects.

Fiddlers Elbow Country Club (private club), Bedminster, New Jersey

Bartender and Member Support Staff

Summers 2020 & 2021

- Served at multiple golf outings in addition to other high profile club events including 4th of July Celebrations, Matchstick Events, Luau, and the club's premier event: the Women's Solheim Cup Tournament;
 - Regularly worked in a fast paced demanding environment serving club members and their families in various locations around the club; including attending to specific member requests and assisting club management as needed.
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ACTIVITIES AND ACCOMPLISHMENTS

WUSC-FM Radio DJ

- University radio DJ with a weekly two hour show playing music from movie soundtracks while providing background, contextual commentary, music analysis and personal insights as well as maintaining a personal show blog.

Theme Parks and Attractions Club

- Travel to different theme parks, host guest speakers from the industry and discuss different topics relating to the management and operation of the theme park and attraction industry.

USC Mountaineering and White-Water Club

- Member of the outdoor and exploration club, which takes weekly outdoor overnight/day trips.
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SKILLS

- Microsoft Office Suite;
- Microsoft Teams;
- Google Drive;
- Zoom;
- Radio Broadcasting and Recording Technologies;
- Excellent organizational, communication and problem solving skills in a high volume changing environment;
- Dedicated team player who is committed to the success and alignment of employee and company goals .

Personal and professional references provided upon request...