

JILLIAN NICHOLS
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EDUCATION

University of South Carolina	Columbia, SC
Bachelor of Science	May 2023
Major: Hospitality Management	GPA: 3.974
Minor: French	
Honors: President's List Spring 2021/Fall 2020/Fall 2019, Dean's List Spring 2020	

CAMPUS INVOLVEMENT

Alpha Gamma Delta - Theta Omega Chapter, <i>member</i>	August 2020 – Present
• Skioiros Award, 2021	
Planned Parenthood: Generation Action, <i>member</i>	August 2019 – Present
Mountaineering and Whitewater Rafting Club, <i>member</i>	August 2019 – Present

EXPERIENCE

Moltó Vino Wine Bar (Vino on Tap)	Columbia, SC
Sales Associate	August, 2022 – Present
• Revamping the food menu to be used in all locations.	
• Presenting ideas for creative, exclusive events for Wine Club Members and for our “specials” nights.	
• Exceeding guests' expectations with exceptional customer service and anticipating their needs.	

Nothing Bundt Cakes	Columbia, SC
Key Holder	March, 2021 – Present
• Directing General Service Representative and Crafting teams after being promoted to Key Holder (shift lead).	
• Coordinating with a local brewery for a collaboration event (Bundts & Brews) happening in 2022.	
• Working with Management by marketing to local businesses and for designing the FOH merchandise layout.	

Workspace Strategies	Lexington, KY
PROS – Professional Receptionist Outsourcing Services	May, 2020 – August, 2020
• Balanced multiple incoming phone calls for 100+ various businesses and law firms.	
• Familiarized myself with a complex phone answering program on the computer.	
• De-escalated tense phone conversations with customers on behalf on my clients.	

LEADERSHIP

Alpha Gamma Delta – Theta Omega Chapter	Columbia, SC
Panhellenic Relations Committee Chair	January, 2022 – Present
• Leading a small team (4) of sorority members for creating and delivering holiday gifts to other chapters.	
• Designs, delegates, and executes plans for creative and visually appealing gift baskets to be delivered.	
• Pioneered the decision to give Fraternities gifts as well to strengthen our chapter's relationship with them.	

Panhellenic Sorority Recruitment	Columbia, SC
Pi Chi (Sorority Recruitment Counselor)	August 2022
• Lead a group of 27 Potential New Members (PNMs), alongside a partner, through the recruitment process.	
• Sensitively counseled every PNM to keep a 100% group retention rate for the entire process.	
• Interviewed, then selected, for the honor of disaffiliating and serving as a Pi Chi out of a large applicant pool.	

SKILLS

Certifications: ServSafe Alcohol Certification (2022), ServSafe Food Protection Manager Certification (2020).
Computer: Microsoft Office Suite (certified in Excel), MacOS, Photoshop.
Social Media: Adept at the utilization and upkeep of Facebook, Instagram, Twitter, and Snapchat.
Language: Biliterate and working proficiency in French.