

KAITLYN WILLIAMS

kay.williams010@gmail.com, Virginia, USA

EDUCATION

James Madison University

May 2023

Bachelor of Science in Hospitality Management, Minor in Business

GPA: 3.2

EXPERIENCE

Lead Student Manager, Aramark, Harrisonburg, VA

Aug. 2022 – Present

- Interview and aided in onboarding process of 30 - 50 Student Workers
- Oversee Student Manager program on campus with 15 Students' Managers
- Act as an extension of management and human resources

Student Manager of Special Events Catering, Aramark, Harrisonburg, VA

Aug. 2021- May 2022

- Set up catering service and maintains appearance and cleanliness of food and service areas during event
- Assists the managers with training all new employees, monitoring employee morale and following all safety policies
- Executed as the service manager on 3-5 events in a semester, including a 120-person plated dinner

Student Worker/ Extern, Aramark, Harrisonburg, VA

Aug. 2020 – May 2021

- Sets up and disassembles workstation including prep tables, service counter, hot wells, & steam tables
- Served and replenish food items for customers while ensuring product is stocked to appropriate levels

Crew Member, Burger King, Annandale, VA

Apr. 2018 – Aug. 2020

- Multitasked between the kitchen and front counter during peak hours to ensure food is delivered within the 2 minutes serving time frame to ensure maximum sales and high standard of service
- Trained 5- 10 new employees in support of Store Manager

ADDITIONAL EXPERIENCE

Hospitality Support Lead Intern, Summit Bechtel Reserve, Glen Jean, WV June 2021 – Aug 2021: May 2022 – Aug 2022

- Lead a seasonal team of 6 which included providing weekly schedules, daily task, and event placement along with hotel staffing
- Ensured cleanliness and functionality of all guest areas in a 40 room Marriot Lodge and Training center
- Provided support for set up and execution of two weddings, and lead all special events on site with event specialist

EXTRACURRICULARS

Eta Sigma Delta, International Hospitality Honor Society, James Madison University

Oct. 2022 – Present

Hart School Ambassador, James Madison University

Aug. 2022 – Present

National Society of Minorities in Hospitality, **President**, James Madison University

Jan. 2022 – Present

Proudly Assisting and Welcoming New Students, James Madison University

Jan. 2021 – Present

University Program Board, James Madison University

Jan. 2021 – Present

CERTIFICATIONS

AllSeated

2022

CVENT

2022

ServSafe, National Restaurant Association

2021

Training and Interventions Procedures, Health Communications, Inc

2021

Fr. catering and events.