

# Natalee Jenkins

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## EDUCATION

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### Bachelor of Science in Management, Emphasis in Hotel Management

May 2022

*Jon M. Huntsman School of Business, Utah State University (USU)*

Logan, UT

- **3.92 GPA**
- Minor in Human Resource Management
- Member: I Am That Girl, Snow Club, & Trail Running Club
- Relevant Coursework: Hotel Operations, Hotel Sales & Events, Recruitment and Selection, & Talent Management

## WORK EXPERIENCE

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### Venue Operations

Nov 2020 – Present

*USU Facilities*

Logan, UT

- Provide varying services during athletic events to outside groups utilizing university facilities including equipment set up and clean up, concessions coverage during events, and custodial support at the Spectrum and Stadium, addressing issues as needed
- Train over 14 new employees on efficient food handling procedures, health and safety standards, and creating a welcoming environment for event workers and attendees, ensuring high-quality, memorable USU experiences
- Assist and support other crew members in helping to manage and complete the daily event related tasks in the Spectrum and Stadium, creating a cohesive event staff team

### Hospitality Management Intern

May 2021 – Aug 2021

*Boyne Resorts*

Big Sky Meadow Village, MT

- Participated in a multi-department internship rotation for 5 core focus departments (Concierge, Front Desk, Accounting, Housekeeping, & At Your Service) to gain thorough understanding of reservations, bookings, cancellations, and rates
- Greeted guests in a friendly manner and Resolved over 100 reservation conflicts and complaints between guests quickly and professionally, ensuring a welcoming environment for guests and club members
- Collaborated with accounting department on special projects, increasing understanding of hotel balance sheets and dividends while improving the efficiency of analyzing data by resort department
- Developed a deep working knowledge of accurate information regarding the mountain, activities, dining options, hours of operation, lodging, transportation, and driving directions, providing quality information to hotel guests

### Seasonal Houseperson

May 2019 – Aug 2019

*Natural Retreats*

Park City, UT

- Greeted guests in a friendly, welcoming and consistent manner, providing amazing service to onsite guests and coworkers by promptly fulfilling requests and communicating progress as needed
- Organized and stocked inventory supplies, including cleaning materials and linens, notifying management if items need to be restocked
- Changed all bed linens and cleaned 74 rooms and rentals to a high standard, ensuring linens and surfaces are clean and presentable

## LEADERSHIP & SERVICE

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### Committee Member

Sep 2020 – Present

*USU Traditions Committee, USU Student Involvement & Leadership Office*

Logan, UT

- Collaborate on a team of 15 students coordinating and hosting 5 campus-wide events with an average of 500 attendees including Homecoming, Festival of Trees, and Street Painting, cultivating an engaged campus community
- Implement safety precautions by coordinating with Campus Safety and the COVID Response Team to ensure safe, social distancing precautions are upheld during on-campus events

### Member

Sep 2020 – May 2021

*Society of Human Resources Management (SHRM), Huntsman School of Business*

Logan, UT

- Attended networking and professional development workshops, gaining industry knowledge and skills in addition to developing a professional network
- Participated in Spring 2021 Utah SHRM Case Competition by preparing and presenting a resolution to a human resources case study with 3 team members, awarded 2<sup>nd</sup> place out of 10 state-wide teams

## SKILLS & CERTIFICATIONS

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- Fluent in conversational and written Spanish
- Proficient in MS Excel, MS PowerPoint, & Google Workspace
- Familiar with TCS Hotel Software Guest Tracker, RMS Cloud & Eventbrite
- MS Excel Associate Certification, 2021
- MS Excel Expert Certification, In Progress