

KELLI BEACH

(310)648-2084

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EDUCATION

Purdue University: B.S. in Hospitality and Tourism Management with a concentration in Marketing and Sales, Expected Graduation in May 2022

San Clemente High School: June 2018

CERTIFICATIONS

Adult and Pediatric First Aid/CPR/AED and Bloodborne Pathogens – valid through August 2022

ServSafe Food Protection Manager Certificate – valid through December 2025

WORK HISTORY

Hyatt Regency Chesapeake Bay Golf Resort, Spa and Marina Cambridge, MD

Incoming Guest Services Intern, May 2021 to August 2021

Fairfield Inn and Suites by Marriott West Lafayette, IN

Guest Service Agent, January 2021 to Current

- Greeted guests and responded to guest inquiries, requests, and issues in a timely, personable, and efficient manner to resolve guest concerns.
- Liaised with housekeeping staff to ensure all rooms were clean and ready to accommodate new guest arrivals.
- Provided information about hotel, nearby restaurants and attractions, available rooms, rates and amenities.

Purdue University Recreation and Wellness West Lafayette, IN

Operations Specialist, August 2020 to Current

- Monitored and maintained cleanliness, sanitation and organization of assigned work areas.
- Communicated with fellow associates to ensure the safety and wellbeing of all patrons of the facility at all times.

The Resort at Squaw Creek Lake Tahoe, CA

Recreation Intern, June 2020 to August 2020

- Facilitated activities, arts and crafts, corporate recreation programs and holiday programs.
- Maintain complete knowledge of all recreation offerings and articulated clearly to guests.
- Responsible for all aspects, including but not limited to inventory control, guest recovery, operational changes, and facilitation of one portion of the recreation department.

Montage Resort and Spa Laguna Beach, CA

Valet Cashier, May 2019 to January 2020

- Resolved guest issues and complaints expeditiously to meet customer service quality standards.
 - Answered phones, staffed window and operated point of sale system concurrently to facilitate excellent service during peak periods.
 - Processed credit card and cash payments for parking charges and provided guests with accurate detailed receipts.
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LEADERSHIP EXPERIENCE

Gamma Phi Beta - Purdue University, September 2018 to Current

New Member Educator Assistant, 2020 | Education Vice President Assistant, 2021

2021 HTM/CSR Career Day Board, November 2020 to Current

Student Relations Assistant Director

Purdue Village Preschool West Lafayette, IN

Preschool Volunteer, January 2019 to May 2019

- Instructed children in crafts and other activities to promote motor skills, including paintings, drawings, paper crafts and decorations.

Girls on the Run Coach, January 2020 to Current

Burnett Creek Elementary – Lafayette, IN

- Organizing and engaging physical activity among youth, teaching lessons on positive self-image.