

Amy Tacelo

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Address, City, State zip

SUMMARY:

- Aspiring human resources professional with experience in training, management, and marketing.
- Task-driven and results focused with a passion for process improvement.
- Knowledge of employment laws; comfortable with Excel, SAP, and applicant tracking systems.

EDUCATION:

Grand Valley State University, Allendale, MI
Bachelor of Business Administration
Dual Major: Human Resource Management and Marketing

Expected Graduation: April 2023
Major GPA: 3.8

BUSINESS INTERNSHIP EXPERIENCE:

Pine Lake Country Club – West Bloomfield, Michigan
Management Intern

June 2022 – August 2022

- Initiated managerial opening and closing duties.
- Assessed Banquet Event Orders (BEOs) before each shift and created turn sheets and floor plans for 10+ servers.
- Carried out consistent quality checks to ensure members were satisfied with their visit to the club and to boost satisfaction ratings.

Bellabay Realty – Grandville, Michigan
Marketing Intern

January 2022– March 2022

- Assisted realtors with branding and marketing on social media platforms.
- Took on several marketing projects in Adobe Photoshop and Premiere Pro.
- Created and developed an onboarding checklist for new agents.

ADDITIONAL WORK EXPERIENCE:

Pine Lake Country Club – West Bloomfield, Michigan
Hostess

May 2020 - August 2021

- Entered relevant information regarding members' reservations and food/drink orders into the Northstar Club Management Software utilized by the club.
- Worked busy holidays to provide quality service to over 200+ members at a time.

Library Sports Pub & Grill – West Bloomfield, Michigan
Hostess, Expeditor, Food Runner

October 2017 – August 2020

- Trained 5+ new staff members to maintain reliable and efficient service.
- Accommodated reservations of up to 30 people at a given time while ensuring customer needs were met throughout the entirety of their dining experience.

CAMPUS INVOLVEMENT:

Alpha Phi Omega, Member
Society for Human Resource Management, Member
American Marketing Association, Member
Beta Gamma Sigma, Member

January 2019 – Present
September 2020 – Present
September 2020 – Present
March 2021 – Present

VOLUNTEER EXPERIENCE:

Michigan Animal Rescue League, Pontiac, Michigan – Volunteer

May 2020 – August 2020