**Haley Iles**

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**Education**

**Texas A&M University -** College Station, TX  Graduation: 05/2022

Bachelor of Science: Recreation, Park and Tourism Sciences, Emphasis in Tourism Management GPA: 3.513

* Sports Management Minor

**Hospitality Management Certificate and Professional Event Management Certificate**

* Coursework in planning and implementation of events and programs; hotel and resort operations

**Objective**

Soon to be graduate looking for an event management position at a convention center or stadium.

**Experience**

Event Lead, Texas A&M University RPTS Department– College Station, TX 09/2021 to Current

* Efficiently work as a co-lead to plan the department’s year end scholarship banquet for 200 guests
* Collaborate with and supervise six team members to assure client deadlines are being met
* Act as a liaison between vendors and the client

Howdy Crew Member, Texas A&M Visitors Center – College Station, TX 09/2021 to Current

* Provide informative tours to prospective students and other campus visitors
* Maintain high standards of excellence in every visitor interaction
* Remain knowledgeable about all aspects of the university to foster an individualized experience to every guest

Barista, Starbucks – College Station, TX m 12/2019 to 09/2020; 08/2021 to Current

* Make and serve 500+ café beverages per day with speed, quality, and accuracy
* Maintain and enforce strict and up-to-date cleanliness and safety policies regarding the COVID-19 outbreak to ensure both employee safety and customer satisfaction

Peer Mentor, Hullabaloo-U – College Station, TX 08/2020 to 12/2020; 8/2021 to Current

* Coordinate with different faculty members to develop lesson plans that benefit student’s transition to university
* Provide individualized support for 25 to 30 students each semester with regards to academic or personal matters

Banquet and Gameday Server, Timber Rattlers– Appleton, WI 05/2021 to 08/2021

* Worked a variety of events providing exceptional, top-notch service for 50-100 guests per shift
* Swiftly and successfully resolved conflict resulting in customer satisfaction 100% of the time

Recreation Intern, Crystal Mountain Resort– Thompsonville, MI 12/2020 to 03/2021

* Planned and hosted safe and quality recreation programs for all ages
* Communicated directions and information to guests in-person and over the phone regarding resort activities and reservations
* Upsold resort activities when booking guests both in-person and over the phone

Game Day VIP Waitress, Brazos Valley Bombers - Bombers Baseball LLC – Bryan, TX 06/2020 to 08/2020

* Maintained customer satisfaction with timely table check-ins to assess food and beverage needs for over 50 people per shift
* Built positive connections with all attendees including VIP guests and MLB scouts

**Organizations**

**Aggie Gems** 01/2021 to Current

*General Member- Mind and Body Committee*

● Participate in philanthropy events to help raise money for Head Start

● Plan and execute events that support members’ physical and mental health

**Texas A&M Archery** 09/2018- Current

*Member- Safety Officer*

● Represent Texas A&M at tournaments including being on the 21st National Championship Team

● Organized and executed several large tournaments by helping run registration, concessions, set-up, and tear-down

**Student Leadership Organizations** – Service Committee Member 09/2018- 05/2020

*Freshman Leaders Advancing Service and Honor; Sophomores Leading on Promoting Equality*

● Networked with professionals from the community

● Set-up fundraisers to help benefit several philanthropic efforts