

Nicole Yanoff

(617) 678-4363 | neyanoff@gmail.com

EDUCATION:

University of Delaware
Hospitality Business Management
GPA: 3.46

Newark, DE
May 2023

WORK EXPERIENCE:

Alltown Fresh **Waltham, MA**
Catering Intern June 2020 – August 2021

- Assisted in coordinating and managing catering events
- Processed customer orders and payments in the retail location
- Coordinated and executed food deliveries

Safe Space Scan Technology **Westwood, MA**
Customer Service Representative June 2020 – August 2020

- Became proficient using Tidio to communicate and provide support for hundreds of customers
- Assisted with sales and was responsible for securing many large orders
- Processed sales orders and invoices while coordinating with shipping for on-time delivery

Planet Promotion **Dedham, MA**
Research Analyst June 2019 – June 2020

- Analyzed accuracy of data for 10,000+ hotels in the US
- Enhanced accuracy of data in excel file format

Chiara Bistro **Westwood, MA**
Hostess October 2017 – June 2018

- Welcomed and seated over 200 guests per night
- Cleaned and set over 20 tables each night
- Accepted phone calls and coordinated reservations

ACTIVITIES AND COMMUNITY INVOLVEMENT:

Giving the Glam **Norwood, MA**
Volunteer January 2017 – June 2019

- Guided financially disadvantaged teens to find their dream prom dress
- Coordinated outfits and accessories
- Helped style over 100 teens to get them ready for prom

Westwood Recreation Mentorship Program **Westwood, MA**
Mentor/Volunteer November 2017 – May 2019

- Organized and decorated for middle school dances
- Admitted students into dance
- Disciplined students when necessary
- Monitored activities during the dance to make sure everyone was safe

SKILLS:

- ServSafe Food Handler Certified
- Proficient: Microsoft Office (Excel, Word, PowerPoint, Outlook), Social Media Marketing Platforms (Facebook, Instagram, Twitter, TikTok, Snapchat)