

# Nicole Yanoff

(617) 678-4363 | [neyanoff@gmail.com](mailto:neyanoff@gmail.com)

## **EDUCATION:**

### **University of Delaware**

Hospitality Business Management

GPA: 3.46

**Newark, DE**

May 2023

## **WORK EXPERIENCE:**

### **Alltown Fresh**

*Catering Intern*

**Waltham, MA**

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**

*Customer Service Representative*

**Westwood, MA**

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**

*Research Analyst*

**Dedham, MA**

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**

*Hostess*

**Westwood, MA**

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**

*Volunteer*

**Norwood, MA**

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**

*Mentor/Volunteer*

**Westwood, MA**

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)