
PERSONAL MISSION STATEMENT:

Committed to providing captivating writing, unique vocal talent, and joyful administrative assistance to business owners.

EDUCATION

Ball State University -- Muncie, Indiana | B.S. in **Hospitality Minors: Residential Property Management & Psychology**

PROFESSIONAL EXPERIENCE

Content by Carrie Jean – Foothill Ranch, California

Freelance Writer/Virtual Assistant/Voice Actor, January 2020- present

- Produced blog posts for clients based on topics provided. Created systems of management documents for small businesses.
- Marketed using multiple different social media outlets including Instagram, Facebook, and Twitter. Personally branded accounts with useful and practical advice, both with product placement and without. Provided voice talent based on client needs, in varying accents from Russian to United States Southern.
- Built, designed, and published website using Site Ground, Elementor, and WordPress. Researched search engine optimization methods for content marketing. Completed in courses designed for students of content marketing and freelance writing.

Dovecote Brasserie -- Orlando, Florida

Bar and Restaurant Manager, June 2019- February 2020

- Handled training document(s) creation, inventory/ordering, and schedules in a restaurant and event setting.
- Created and introduced documents for daily use and communication of sales, covers, and hand-off notes.
- Completed necessary customer service-oriented goals such as service recovery, inquiries, administrative paperwork, and educating guests on products. Regularly met with local vendors which led to positive business relationships and word of mouth recommendations.

Marriott Orlando Downtown -- Orlando, Florida

Food and Beverage Supervisor, October 2018-January 2019

- Oversaw operations of restaurant, bar, in-room dining, and concierge lounge, monitoring for well-being of guests and employees.
- Completed inventory and stock of all liquor, beer, and wine for both restaurant and event outlets. Identified and incorporated areas of improvement with checklists, organization of supplies/materials. Organized printable documents to be eco-friendly.
- Assisted in compliance with brand standards resulting in property coming out of “red” zone.

Copper Fox Gastropub at Courtyard Marriott Magnificent Mile -- Chicago, Illinois

Restaurant Manager, July 2016-August 2018

- Supervised approximately 30 employees in a modern atmosphere. Ensured guest satisfaction through table touches and honest interactions.
- Managed high volume shifts in at a popular downtown restaurant grossing over \$1 million in sales per year.
- Gained experience with many web-based and software human resource management systems, including KRONOS.
- Personally adapted to and motivated employees in order to maintain an optimal atmosphere for the team and guests.
- Responded to sales leads in timely manner. Planned and executed private events based off leads.

Courtyard Marriott and Erskine Green Training Facility -- Muncie, Indiana

Bistro Server/Front Desk Agent, November 2015-July 2016

- Served coffee and alcoholic beverages. Prepped, portioned, chopped, and stored food. Processed orders and payments from guests.
- Verified hotel reservations, assign rooms, accommodating to request if possible. Communicated closely with housekeeping, sales, and food/beverage departments.
- Worked alongside a neurological and physical diverse staff as the facility was a part of a training institute to help people with disabilities pursue careers in the hospitality industry.

Johnny Carino’s Italian Bar and Grill -- Muncie, Indiana

Host/Server/Bartender/Trainer, May 2012- July 2016

- Assisted guests with food, beverage, and cocktail options in a country Italian restaurant. Explained menu items and answered guest inquiries.
 - Coordinated orders to kitchen, notifying of dietary needs, allergies, and restrictions.
 - Assembled host training sessions and re-training sessions when needed. Assisted front of house management to identify areas of improvement and implement changes. Gained regulars as a bartender and server.
 - Verified age requirements for the purchase of alcohol. Mixed drinks according to recipes. Maintained bar supplies and overall cleanliness.
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REFERENCES*

Dr. Allen Yen
Ball State University

Dominic Angotti
Copper Fox Gastropub

Nicholas Strange
Independent Editor

**Contact Info Available Upon Request, This Version is Restricted for Privacy Reasons*