**Jessica Nebeker**

**Education**­:

**Bachelor of Science**, Parks, Recreation and Tourism: August 2014

 Emphasis: Hospitality Management with studies in Sustainable Tourism Management

 University of Utah

**Associate of Science**, General Studies: May 2012

 Southern Utah University

**Experience:**

**Convention Services/Group Housing Coordinator Intern:** Grand America Hotels and Resorts. (May 1 2014-present).

* Created Banquet Event Orders: food and beverage, audio visual, agenda, and set-up
* Created Convention Resumes for entertainment, tour, small and large meeting groups
* Communicated with clients regarding their contract and requirements for their event
* Entered group rooming lists: VIPs, billing, amenities and special services
* Reviewed CSM resumes and entered contracted concessions and details

**Reservations Agent/Intern:** Grand America Hotels and Resorts. (April 9 2013-present)

* Primarily take incoming calls for all six properties
* Use of Signature sales techniques to book reservations and customer service to properly address callers’ inquiries
* Manage 3rd party reservations
* Attended managerial meetings and had the opportunity to learn the responsibilities of other departments.

**Customer Relations Representative**: Amor Animal Hospital. (May 16 2012- April 2013)

* Resolved complaints and handled dissatisfied clients
* Effectively communicated and presented information to clients
* Scheduled appointments

**References:**

Steve Combs, Director of Revenue Grand America Hotels and Resorts

 Cynthia Shala, Convention Services Manager Little America Hotel

 Ben Christiansen, Convention Services Manager Little America Hotel

 Dr. Rick Sickelsmith, Amor Animal Hospital 435-731-0263

More history and references upon request