

# KRISTIN ZERNICH

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## Education

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- Bachelor of Science, Retailing/Business** 2014  
University of South Carolina — Columbia, SC, USA  
Minor in Advertising
- Study Abroad Program, Fashion/Business** 2013  
Regent's University — London, England, UK

## Experience

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- Guest Services Coordinator** Feb 2016 to Current  
**Starwood Hotels-Westin Resort** — Fort Lauderdale, FL
- Greets and completes established check-in procedures for arriving guests on a daily basis, using both manual and computerized methods, in order to ensure guests are satisfied and in rooms as requested.
  - Implement appropriate service recovery gestures in order to ensure total guest satisfaction.
  - Regularly calculates and/or posts monies, receipts, guest accounts and other forms of credit using accurate, proper cash handling methods and established procedures in order to present the customer with timely and precise hotel charges upon check-out and maintain accurate hotel records.
  - Assist in other departments as needed
- Administrative Assistant (Events and Styling)** Sep 2014 to Jan 2016  
**Saks Fifth Avenue** — Boca Raton, FL
- Provide assistance to management & stylists (Organize Events / Contact Clients)
  - Contact prospect & existing clients - manage schedule for upcoming events
  - Provide stylists with photos & documents for new merchandising events
  - Collect information from event attendees for future marketing opportunities
  - Manage Catering Vendors, Floral Arrangements • Communicate with Marketing Department for event budget management, Hospitality Staff During Events
  - Provide support with client requests to assist consultants
- Senior Sales Associate** May 2014 to Aug 2014  
**Nordstrom** — Pittsburgh, PA
- Assist customers with merchandise needs with a commission based mentality
  - Assist store manager working with team members
  - Maintain client book, organized/assisted management of stockroom, and improved sales by maintaining customer relationships.
  - Provided excellent customer services by ensuring that merchandising meets brand's image standards.
  - Educated team on brand history, managed brand promotions and events, and identified future opportunities to grow brand business.

## Activities and Societies

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- IVY Social University
- Phi Mu Fraternity
- Children's Miracle Network-Volunteer

## Accomplishments

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- [www.KZEvents.com](http://www.KZEvents.com)
- Catering Specialist/ Co-Founder - Mini's Cupcakes Bakery - Pittsburgh, PA – May 2010 – Aug 2010
- Exceeded the number of name mentions over all/improved overall GEI score of the Westin Resort - (05/2016)