KYLEIGH O'NEILL

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----------EDUCATION----------

Bachelor of Science in Allied Health — 05/2024
The University of Tampa — *Tampa, FL*
GPA: 3.5

----------PROFESSIONAL EXPERIENCE----------

Yacht Starship — 06/2024 - Present
Server — *Tampa, FL*

- Developed and executed promotional strategies for specialty drinks and menu items, leading to a 10% boost in sales during events.
- Achieved a 25% reduction in operational disruptions, contributing to a streamlined workflow and ensuring that all resources were optimally positioned for efficient culinary operations and to enhance customer satisfaction.
- Successfully coordinated and served over 50 large-scale events, including weddings, corporate events, and private parties, ensuring seamless operations and client satisfaction.
- Capable of managing multiple tables and tasks simultaneously, balancing competing priorities without compromising on service quality.

Laxpalooza Lacrosse Tournaments — 5/2018 - 10/2024
Laborer — *Allentown, PA*

- Entry level position providing support with parking, escort service, field assignments and tournament apparel sales in Allentown, PA and Salisbury. MD. *(2018 & 2019 events)*

Assistant Tournament Director, Coaches Coordinator

- Managed logistics and operations for lacrosse tournaments that expanded from PA and MD and new events into College Station, TX and Lakewood Ranch, FL while ensuring seamless execution of events.
- Assisted in managing budgets, securing marketing sponsorships, and optimizing resources for cost-effective event planning with grant applications for sports tourism marketing in Florida and Texas.
- Developed detailed tournament schedules, including game times, team assignments, and officiating.
- Served as the main point of contact for participating teams, referees, and vendors.

Brookside Country Club — 5/2022 - 8//2023
Banquet Server — *Macungie, PA*

- Set up banquet rooms and tables according to event specifications and floor plans
- Delivered food and beverages efficiently to guests during formal events, ensuring high standards of service
- Maintained cleanliness and organization of service areas before, during, and after events
- Worked closely with kitchen and event staff to ensure smooth service flow and timely food delivery
- Provided exceptional customer service by anticipating guest needs and responding promptly

----------SKILLS AND CERTIFICATIONS----------

- Microsoft Suite Proficiency
- Customer Service
- Consultative Selling
- POS System Efficiency
- Data Analysis
- Data Entry and Management
- Report Generation and Analysis
- Multi-Tasking