TAYLOR **OLCOTT**

Marine Biology Student | Customer Service

(732) 664-0708

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401 W Kennedy Blvd, Tampa FL
Box #11922

245 Harvey Ave, Lincroft NJ

SUMMARY

Motivated and personable college student pursuing a degree in Marine Biology, with hands-on experience in customer service, fast-paced environments, and team support. Known for creating welcoming experiences for guests, maintaining professionalism under pressure, and working collaboratively with diverse teams. Enthusiastic about providing a positive experience for guests! Eager to grow in the hospitality industry and contribute to a positive experience for customers!

EDUCATION

Middletown High School South
GPA: 3.9
National Honor Society | High Honor Roll
Peer Leader

The University of Tampa
Bachelor's Degree in Marine Biology
Expected Graduation : May 2028

SKILLS

- Office Administration
- Excellent Customer Service & Guest Relations
- Fast and efficient multitasking
- Leadership & Mentorship
- Team-oriented and dependable
- Ability to work outdoors in various weather conditions
- Attention to detail & organization
- Quick learner
- Strong communication skills

INTERESTS

- Hospitality & event coordination
- Providing exceptional service experiences
- Outdoor recreation
- Marine Biology and Ocean Conservation

PROFESSIONAL EXPERIENCE

Office Assistant
State of New Jersey - Allaire State Park
Seasonal | June 2021 - August 2025

- Greeted and assisted campers daily with reservations, check-ins, and park information, ensuring a positive and welcoming environment
- Managed phone and in-person inquiries in a fast-paced environment
- Processed payments, completed administrative paperwork, and maintained campground logs
- Worked closely with police officers and staff to ensure smooth daily operations
- Provided friendly, efficient customer service in a high-traffic environment

Assistant Dance Teacher
Pure Artistry Dance
2022-2024

- Assisted with teaching younger students dance classes in various styles
- Supported head instructors with choreography, warm-ups, and individual student attention
- Fostered a positive and encouraging learning environment, promoting student confidence and teamwork
- Helped run and organize seasonal recitals