Ruby Lopez

Hospitality Management student with strong customer service, leadership, and organizational skills, passionate about creating meaningful guest experiences and pursuing a career within the hospitality industry.

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EXPERIENCE

Wendy's Crew Member | *April 2022 – August 2023*

- Delivered high-quality customer service in a fast-paced, high-volume environment while ensuring accuracy
- Prepared food and beverages in compliance with company standards
- Collaborated effectively with team members to maintain cleanliness and organization of all areas to support operational efficiency and guest satisfaction

Newsom Hall, Community Desk Assistant | *August 2024 – Present*

- Serve as a primary point of contact at the front desk, assisting residents and guests with inquiries, equipment checkout, and package management
- Provide professional, guest-focused customer service while fostering a safe, welcoming, and inclusive residential environment
- Enforce community policies and procedures with discretion and professionalism through administrative assistance and daily operational tasks

EDUCATION

- **High School Diploma |** Englewood High School

  May 2023

- **Colorado State University | Bachelor's Degree**

  Hospitality & Event Management

  (Expected 2026)

SKILLS

Quality Assurance

Resourcefulness

Time management

Teamwork Communication

Interpersonal connection

CERTIFICATIONS

Certification in Hotel Industry Analytics (CHIA)

TIPS

ServSafe Food Handler

Manager Food Protection ServSafe

LANGUAGES

Spanish

Basic Korean

English