

# JAELYN GREGORY

Tampa, FL • [REDACTED]



## PROFESSIONAL SUMMARY

Business Management student with 3+ years of experience in fast-paced hospitality and customer-facing roles. Proven ability to deliver consistent service under pressure, manage competing priorities, and build rapport with diverse clientele. Recognized for discipline, reliability, and a natural leadership style.

## EDUCATION

**Bachelor of Business Administration, Business Management** Expected 2029

University of Akron — Akron, OH

## PROFESSIONAL EXPERIENCE

**VIP Server** | *Hard Rock Casino — Tampa, FL* Oct 2023 – Jul 2025 | Feb 2026 – Present

- Serve 40–60 guests per shift across a 5–7 table section, sustaining service standards through 8-hour shifts.
- Process orders via POS, adapting quickly to weekly menu changes and guest dietary restrictions.
- Greet every table with water within two minutes of seating, setting a hospitality benchmark for the section.
- Resolve guest concerns on the floor to protect satisfaction scores and drive repeat visits.
- Contribute in pre-shift meetings on promotions, menu changes, and operational updates.

**Receptionist** | [REDACTED] Aug 2025 – Jan 2026

- Managed multi-line phone system, routing inbound calls to the correct department within two rings.
- Coordinated appointments and administrative support across sales, service, and finance departments.
- Tracked and maintained 10–13 daily loaner vehicles for availability, accuracy, and condition standards.
- Processed 5–6 daily document batches, including scanning, data entry, and file preparation.
- Anticipated guest needs at the front desk, delivering a polished first-contact experience.

**Server** | *Rocco's Tacos & Tequileria* Feb 2023 – Oct 2023

- Delivered attentive, knowledgeable service in a high-volume environment, driving repeat business through personalized recommendations.
- Managed multiple tables simultaneously while maintaining accuracy in order taking, food delivery, and bill processing.
- Partnered with kitchen staff and management to keep service flowing during peak rushes and resolve guest issues quickly.

**Supervisor** | [REDACTED] Sep 2022 – Jan 2023

- Supported the Store Manager across daily operations: customer service, sales, inventory, POS, and visual merchandising.
- Owned opening and closing procedures including cash reconciliation, banking, reporting, and store security.
- Assisted with recruiting and interviewing to build out the front-line team.
- Enforced loss prevention practices to protect inventory accuracy and minimize shrink.

**Retail Associate** | [REDACTED] Jun 2021 – Jul 2021

- Greeted and assisted customers on the sales floor, recommending products based on style preferences and fit.
- Maintained floor presentation, supported daily restocking, and completed end-of-shift inventory checks.
- Adapted quickly to new software and POS systems in a fast-paced retail environment.

## CORE SKILLS & STRENGTHS

Customer Service & Hospitality • Conflict Resolution • Multi-Line Phone Systems • POS Operations • Cash Handling • Inventory Management • Team Leadership • Time Management • Microsoft Office • Social Media Platforms

**Top Strengths: Discipline • Focus • Responsibility • Team Player • Natural Leader**