

# Ashley K. James

ajames2@mail.niagara.edu

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## Education

NIAGARA UNIVERSITY, Lewiston, NY August 2015 – Present  
*B.S Hotel and Restaurant Management* Expected Graduation May 2019  
Concentration: Luxury Hospitality Operations Focus: Club Management

KISHWAUKEE COLLEGE, Malta, IL August 2013 - June  
2014  
*Associate in Science*

## Work Experience

THE BUFFALO CLUB, Buffalo, NY February 2016 – Present  
*Server*

- Casual and Formal Á la Carte wait staff
- Serve weddings, private events, and conferences ranging from 20 to 200 people

THE COUNTRY CLUB, Pepper Pike, OH May 2016 – August 2016  
*Food and Beverage Intern*

- Effectively utilized the Jonas POS system
- Exceeded and met the member's expectations as server, bartender, food runner
- Casual and Formal Á la Carte wait staff and banquet functions
- Rotational internship allowed me in each department of the club

WORLD FINANCE, Rochelle, IL July 2014 – August 2015  
*Assistant Manager*

- Provided quality customer service including phone calls from customers regarding their accounts
- Maintained cash drawer daily
- Applications for new customers, built new loan accounts, refinanced accounts
- During tax season, completed customer taxes
- Used computers to access credit information and update accounts

HOLCOMB STATE BANK, Rochelle, IL Oct. 2013 – June 2014  
*Teller*

- Maintained cash drawer, deposit / withdrew money from customer accounts
- Took phone calls from customers regarding their accounts
- Represented the bank in a friendly and positive manner
- Handled mail going to other branches/ Made change orders for the business accounts

## Honors & Activities

- Niagara University Hospitality and Tourism Association September 2016 - Present
- Niagara University Club Managerst Association of America August 2015 – Present

## Certifications

- TIPS Certified, expires May 2019
- CPR / AED, American Heart Association, expires March 2017

*References Available Upon Request*