

Casey Iadresin

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Education: **Niagara University – Niagara University, NY**
Bachelor of Science in Tourism Management, May 2020
Concentration: Event and Meeting Management

Related Coursework: Management & Leadership Contemporary Leisure & Recreation
Food Service Operations Communications

Internship:

05/17- Present **The Park Country Club of Buffalo - Buffalo, NY**
Rotational Internship

- Completed rotations in club house, halfway house, and pool snack bar
- Use Jonas POS System to input member's orders
- Serve and bus weddings from 120-250 guests
- Demonstrate strong customer service skills when assisting members
- Built a rapport with members to improve overall member experience

Work Experience:

07/15 – 08/16 **Niagara County Produce – Amherst, NY**
Cashier

- Provided excellent customer service
- Trained new employees in processes and procedures
- Developed superior phone language to process customer orders
- Memorized weekly prices for manual cash system

Honors/Activities:

02/17 - Present **Club Managers Association of America – Niagara University, NY**
Member

09/17- Present **Sport Management Association – Niagara University, NY**
Member

Volunteer:

12/17 **Buffalo Bills New Era Field- Orchard Park, NY**
08/17 **Buffalo Wedding Fair at Salvatore's Italian Gardens - Buffalo, NY**
03/17 **Buffalo Snow Bowl - Orchard Park, NY**
02/17 **Bridal Expo at Seneca Niagara Casino - Niagara Falls, NY**
06/16 **Susan G. Komen – Buffalo, NY**

Certifications:

05/17 - 05/20 TIPS
05/17 - 05/20 CPR/AED
ServSafe Certified

