

# Mariah Tidwell

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## **EDUCATION**

**Niagara University** – Lewiston, NY

Expected Graduation - May 2021

Major: Hotel and Restaurant Management – Hotel Luxury Operations

## **EXPERIENCE**

**Sheetz Corporations** – Conneaut Lake, PA

March 2016 – Present

*Sales Person*

- Answer customers' questions regarding the area and products in store front
- Communicate with coworkers and staff while working on team building skills
- Learning the importance of customer service by greeting guests with a friendly and positive attitude
- Stock and organize products on the sales floor ensuring a tidy environment for the customers
- Manage money by facilitating the cash register

**Ray's Market Place** – Linesville, PA

August 2016 – April 2017

*Cashier*

- Pleasantly dealt with customer to ensure satisfaction
- Resolved customer complaints by referring to management
- Operated the cash register and handled cash transactions with customers
- Scanned goods and collect payments

## **VOLUNTEER EXPERIENCE**

**Genesee Valley Club** – Rochester, NY

*A Traditional City Club, Ranked as a Platinum Club of America*

September 2017

- Watered, Serviced, and Cleared tables in assist to the service staff for the annual clambake

**Kirtland Country Club** – Willoughby, OH

July 2016

- Handed out drink tickets for members to hand in at the bar for the annual fourth of July event

**The Country Club** – Pepper Pike, OH

April 2016

*A Family Oriented Country Club, Consistently Ranked as a Platinum Club of America*

- Worked in coat check for the Easter celebration

## **EXTRA CURRICULAR**

**Club Managers Association of America, Niagara University student chapter**

September 2017 – Present

*Member*

- National Student Chapter of the Year (2008 - 2017)
- Attend weekly meetings and training sessions to gain knowledge of service
- Attend NYS Chapter Meetings for education and networking opportunities

## **CERTIFICATION AND SKILLS**

- CPR/AED – American Heart Association's Heart Saver Program
- Microsoft Word, Power point, and Excel