

Aiya Mada

(413) 123-4567 | [Linkedin.com/in/aiyamada](https://www.linkedin.com/in/aiyamada) | amada@umass.edu

EDUCATION

University of Massachusetts Amherst

Amherst, MA

Isenberg School of Management

Bachelor of Science in Hospitality & Tourism Management

Candidate, May 20XX

- Cumulative GPA 3.92; Dean's List All Semesters; Commonwealth Honors College
- Recipient of George and Sherry Dickerman Family Scholarship

EXPERIENCE

Corinthian Events

Boston, MA

Corporate Event Intern

Spring 20XX

- Assisted in planning and execution of 5 corporate conferences and networking receptions ranging from 100-500 attendees
- Maintained accurate expense records, tracking purchases and reconciling invoices for 10 corporate event team cardholders; managed onboarding of new vendors in OneGL procurement system
- Scheduled travel arrangements and accommodations for executive stakeholders and attendees
- Coordinated volunteer training and assignments, oversaw registration, and provided other on-site event operation support

Isenberg School of Management, UMass Amherst

Amherst, MA

Undergraduate Teaching Assistant, Freshman Transitions

September 20XX – December 20XX

- Led 20+ first-year undergraduate students in weekly course sections, providing instruction and peer mentorship
- Utilized TopHat polling in the delivery of classroom discussions, ensuring 90% participation rate per class
- Graded ~300 student assignments per semester and provided detailed feedback within 48 hours of assignment submissions
- Conducted weekly office hours to provide recommendations for coursework improvements and referrals to campus resources

District 118 Kitchen and Bar

Newton, MA

Hostess | Server

June 20XX – August 20XX

- Greeted and seated average of 100 guests per shift, including management of 50+ reservations and waitlists of up to 30 parties during peak hours; monitored seating charts and server distribution through TouchBistro
- Processed call-in and DoorDash, Uber Eats, Grubhub, and Toast online orders in fast-paced, high-volume front-end operation
- Communicated regularly with and between front and back of house to ensure seamless operations and customer experience

EXTRACURRICULAR EXPERIENCE

Isenberg Women in Business (WiB)

Amherst, MA

Co-Director, Professional Events

Spring 20XX – Spring 20XX

- Led coordination efforts for annual Boston Networking event, including selecting planning committee members, creating event budget, determining event program and schedule, identifying speakers and panelists, securing venue, marketing and promoting event, and producing accurate and timely communications
- Collaborated with WiB faculty advisor and HTM Department Director of External Relations to assign responsibilities, delegate tasks, plan logistics, and communicate project updates at monthly planning committee meetings

Isenberg Undergraduate Student Advisory Council (USAC)

Amherst, MA

Member

Fall 20XX – Present

- Collaborate with Isenberg Dean to develop strategies to enhance the Isenberg undergraduate experience and develop a direct student connection with key leaders
- Assisted with design and launch of student diversity, equity, and inclusion (DEI) survey, resulting in partnership with Office of Equity and Inclusion on the design and implementation of DEI training workshop for Isenberg student clubs

Project Management Institute (PMI)

Student Member

September 20XX – Present

- Volunteer on networking events management team and participate in quarterly Mass Bay Chapter member meetings
- Continually review PMI case studies and conference papers to learn about project management standards and best practices across hospitality, construction, transportation, healthcare, education, government, and other industries
- Completed four PMI eLearning courses including Project Management for Beginners, Taming Bias: Using Wicked Problem Solving to Make Better Decisions and Align Teams, The Basics of Scrum, and Business Continuity

SKILLS

Microsoft Office (Excel, Word, PowerPoint, Teams), Google Suite, POS systems/applications, OneGL procurement system