

# Devon Nassar

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## EDUCATION

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**University of Massachusetts Amherst** Amherst, MA  
**Isenberg School of Management**  
*Bachelor of Science in Hospitality & Tourism Management* Candidate, May 20XX

- Cumulative GPA 3.95; Dean's List All Semesters; Golden Key International Honour Society

## EXPERIENCE

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**Wyndham Hotels & Resorts** Parsippany, NJ  
*HRMS Reporting Intern | Remote* Spring 20XX

- Created Excel reports for regional management teams to assist in short-term operational and long-term financial forecasting
- Collaborated with a remote team of interns within the New England region to design and deliver a Tableau dashboard suite
- Analyzed data to identify key trends for occupancy optimization, resulting in a 15% quarterly increase in additional service requests from returning clientele across the New England region

**University of Massachusetts Residential Life** Amherst, MA  
*Customer Service Associate* January 20XX – Present

- Utilize MS Excel to index university-wide databases and initiate service for 975 dorm rooms housing 1,800+ students within 9 residential halls
- Develop 30+ cases daily using Salesforce CRM to monitor progress and consistently deliver prompt resident solutions
- Issue keys and perform daily audits to monitor inventory, and partner with facilities management department to efficiently address property maintenance issues

**University of Massachusetts Undergraduate Admissions** Amherst, MA  
*Admissions Student Assistant* August 20XX – May 20XX

- Answered 50+ phone calls per day in a high-volume office, providing timely and accurate information to prospective students and parents regarding admissions requirements, process timelines, and various university programs
- Served as admissions representative at various New Student Orientation & Transitions events
- Created Facebook, Instagram, and TikTok content resulting in ~25% increase in engagement across platforms in one year

**Stepping Stone Inn** Salem, MA  
*Guest Relations* May 20XX – August 20XX

- Provided exceptional customer service while greeting, serving, assisting, and delivering accurate information to guests
- Managed reservations and check in/out processes in Hotelogix for ~40 guests per week
- Collaborated with housekeeping staff to turn and flip guest rooms, helping to maintain 95% satisfaction rating for cleanliness
- Assisted with breakfast dining room and food preparations, guest service, and kitchen and dining room cleaning

## EXTRACURRICULAR EXPERIENCE

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**Eta Sigma Delta International Honor Society** Amherst, MA  
*UMass Amherst Chapter Secretary* September 20XX – Present

- Create agendas and record minutes for monthly meetings, and administer member and campus stakeholder communications
- Partner with executive board and Isenberg HTM department faculty advisor to coordinate on-campus society sponsored events
- Manage communications and implement efficient RSVP tracking system for annual Induction Ceremony with 100+ attendees

**HTM Career Day** Amherst, MA  
*Co-Chair* April 20XX – Present

- Oversee all operations for two-day Career Day event, managing and delegating responsibilities to Operations, Marketing, External Relations, and Rapid Recruiting Event Committee Chairs
- Collaborate with HTM Department Chair and Committee Chairs to generate event timelines and facilitate decision-making

**Habitat For Humanity** Peabody, MA  
*Volunteer* June 20XX – August 20XX

- Volunteered 75+ hours on various construction projects across multiple sites, contributing to completion of 5 new homes
- Assisted with promotion and coordination of fundraiser events, raising over \$5,000 and 100+ food and supplies donations
- Demonstrated teamwork and flexibility, learning and working alongside diverse groups of volunteers on concurrent projects

## SKILLS

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Microsoft Office (Excel, Word, PowerPoint, Access, Teams), Google Suite, Tableau, Salesforce Trailhead CRM, Hotelogix