

# KADIJAH THOMPSON

Baton Rouge, LA | (225) 747-3838 | kadijah.thompson@sus.edu

Dynamic hospitality professional with a proven ability to thrive in fast-paced, high-profile environments. Skilled in delivering exceptional VIP service, maintaining efficiency under pressure, and ensuring compliance with alcohol laws and venue regulations. Adept at engaging guests, enhancing experiences, and supporting seamless bar operations. Recognized for reliability, adaptability, and creating a welcoming atmosphere in exclusive settings.

## Expertise

High-Volume Beverage Service

Engagement

Compliance

POS Handling

Multitasking

VIP Service

Time Management

High-Profile Guest Service

Drink Preparation

Cleanliness

Effective Communication

Responsible Serving

Customer Engagement

Adaptability

Mixology

## Work Experience

**Bartender** LSU Tiger Stadium | Southern Event Staffing | Baton Rouge, LA | September 2021 - November 2024

- Served drinks efficiently while maintaining a friendly and professional demeanor in high-volume, VIP suites and club areas.
- Engaged with guests, including high-profile clientele, Louisiana officials, and TAF members, ensuring prompt service and personalized recommendations.
- Ensured compliance with Louisiana alcohol laws and stadium regulations, verifying guest identification and following responsible serving practices.
- Maintained an organized, stocked, and sanitary bar throughout peak hours to uphold a high standard of service in a fast-paced environment.

**Front Office Manager** Residence Inn and Courtyard Baton Rouge Siegen Lane | Baton Rouge, LA | May 2021 - August 2021

- Recruited, on-boarded, and trained front office staff, fostering a high-performing and service-oriented team.
- Created and managed schedules, resolved employee concerns, and monitored staff performance to maintain operational efficiency.
- Ensured adherence to company policies and labor regulations, promoting a compliant and professional work environment.

**Sales Manager** Marriott International | Las Vegas, NV | February 2020 - April 2021

- Effectively communicated with clients and stakeholders to streamline online account registration, optimizing the process for enhanced sales engagement.
- Managed documentation and application processing with precision and efficiency to uphold compliance standards.
- Made informed decisions to overcome challenges, preserve customer satisfaction, and monitored progress, generating reports to inform strategic decision-making.

**Cocktail Waitress** Flamingo Hotel & Casino Resort | Caesar's Entertainment | Las Vegas, NV | January 2020 - April 2021

- Provided prompt and professional cocktail service to guests in a high-energy casino environment, ensuring an enjoyable and seamless experience.
- Engaged with guests in a friendly and attentive manner, anticipating their needs and delivering personalized service.
- Demonstrated extensive knowledge of spirits, wines, champagnes, and mixed cocktails to make recommendations and enhance the guest experience.
- Relayed drink orders accurately to bartenders, ensuring efficiency and timely service.
- Maintained a well-organized and clean work area, assisting with restocking supplies and supporting overall bar operations.

## Education

### Masters of Business Administration (MBA)

Southern University A&M College  
August 2023 - December 2024  
Business Administration

### Bachelor of Science (BS)

University of Louisiana at Lafayette  
August 2014 - May 2020  
Business Administration, Hospitality Management

## Certifications

**ServSafe Food Handler Certification**  
**Louisiana Responsible Serving of Alcohol**

**Certificate No. 5677488**  
**License No. 14155**

**Expires May 2025**  
**Expires July 2025**