

MARISA RUDICH

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SKILLS PROFILE

- Hospitality Operations
- Sales Development
- Time Management
- Problem-Solving
- Budgeting & Cost Control
- Event Planning & Coordination
- Revenue & Sales Optimization
- Teamwork & Collaboration
- Disney College National Program Participant
- Leadership
- Guest Relations Management
- Client-Driven
- Adaptability & Flexibility
- Attention to Detail
- Strong Interpersonal Communication
- Microsoft Office Suite, Axus Travel App

EDUCATION

Bachelor of Science, Business Management

Expected May 2025 | Johnson & Wales University, Providence, RI

WORK EXPERIENCE

Assistant Travel Advisor, September 2024 - Present | Fora Travel, Virtual

- Book clients' travel, customizing itineraries, and upselling services to enhance trips.
- Conduct destination research, offering tailored recommendations to maximize client satisfaction.
- Maintain detailed records and communication, fostering repeat business and referrals.

Guest Services Associate, June 2024 - Present | Hilton Garden Inn, Owings Mills, MD

- Resolve guest inquiries promptly, contributing to a 10% increase in positive feedback.
- Support guest services and sales efforts by assisting with group bookings and event proposals.
- Promote hotel amenities to drive revenue and enhance guest experiences.

Babysitter / Nanny, Dec 2021 - Present | Napp Network, Baltimore, MD & Care.com, Providence, RI

- Supervise children, including those with special needs, employing strategies to manage challenging behaviors such as anger in a calm and supportive manner.
- Prepare meals and snacks, accommodating dietary preferences and restrictions.
- Engage children with creative storytelling activities and maintain clear communication with parents to foster repeat clients.

INTERNSHIP

Internship - Disney College National Program Participant, May 2023 - September 2023 | Saratoga Springs Resort & Spa, Walt Disney World, Orlando, FL

- Selected to participate in the highly competitive Disney College National Program.
- Coordinated high-volume events while cross-selling resort services to increase revenue.
- Delivered outstanding guest service, addressing needs, and promoting Disney experiences.
- Enhanced operational efficiency by coordinating across teams for smooth event execution.

GREEK LIFE

2022-Present

Executive Board Member for Sisterhood, Delta Zeta Sorority

- Facilitated member engagement by organizing monthly sisterhood events, increasing active participation by 25%.
- Fostered a supportive community through mentorship programs, promoting personal and academic growth among members.
- Collaborated with the executive team to plan and execute chapter initiatives, aligning with organizational goals and values.

New Member Educator, Delta Zeta Sorority

- Developed and implemented an 8-week new member program, educating over twenty recruits on sorority history, values, and expectations, achieving a 90% retention rate.
- Coordinated workshops and activities to integrate new members, enhancing their sense of belonging and commitment.
- Served as primary contact for new members, addressing concerns and facilitating their transition into sorority life.

CERTIFICATIONS

SERV Safe, Food Safety Manager | CPR, AED, and First Aid | American Red Cross Babysitter Training