

# Alexandra Mack

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## Education

**Rollins College**, Winter Park, FL

August 2019 - December 2022

*Bachelor of Arts in English; Minor in Creative Writing*

**Relevant coursework:** Contemporary Public Relations, Screenwriting, Editing Essentials, Professional Writing.

## Work Experience

**Walt Disney World**, *Disney College Program Grand Floridian Spa Host*, Orlando, FL

January-August 2023

- Responsible for welcoming and providing exemplary customer service to 70-100 spa guests per day. Lead guided tours of the facilities. Make or change appointments, if needed. Handle confidential guest information.
- Maintain show quality standards in all on-stage areas. Ensure clean, safe, and well stocked conditions both on and off-stage.
- Trusted with closing procedures including restocking the lounges, reorganizing and sanitizing guest areas, closing the front registers, and depositing the money to the main hotel at the end of the day.
- Workshops: Networking 101, Disney Hospitality Series, Disney Parks Social Media/Communications Panel

**Rollins College Kathleen W. Rollins Hall**, *Rollins Gateway Leader*, Winter Park, FL

September 2020-December 2022

- Maintained a strong social media presence on our company's Instagram and created content for the page.
- Coordinated and marketed events that occur in the building; project management.

**Rollins College Olin Library**, *Circulation Desk Assistant*, Winter Park, FL

September 2019-March 2020

- Interacted with guests while providing them with materials they needed from the front desk.
- Supplied and maintained books and office materials around the library while standing for extended periods of time.

**Curry College Human Resources**, *Office Assistant*, Milton, MA

September 2018-May 2019

- Input confidential guest information on the computer.
- Executed daily office maintenance tasks such as filing and handling sensitive information.

**Mack Insurance Group**, *Office Assistant*, Boca Raton, FL

September 2014-August 2018

- Prepared and sent out monthly mailings to clients.
- Entered confidential client information into the databases.

## Volunteer Experience

**Ronald McDonald House Charities**, *Meal Server*, Orlando, FL

October 2019-December 2022

- Actively participated in raising money through charity events such as preparing and serving fresh meals to residents.

**Boca Raton Art Museum**, *Camp Counselor*, Boca Raton, FL

June & July 2015-2017

- Supervised 60-80 campers (ages 3-13) while assisting the children on art projects.

**St. Andrew's Nursing Home**, *Office Assistant*, Boca Raton, FL

June & July 2016

- Assisted in taking phone calls in the office, cleaning, and organizing the office computers.
- Set up for events, made deliveries to residents, and trained new volunteers.

## Campus Involvement

**Rollins College Alpha Delta Pi Sorority**, *Merchandise Chair*, Winter Park, FL

November 2020 – December 2021

- Acted as a liaison between merchandise companies and my organization. Worked to meet deadlines to create high quality products.

**Curry College Theatre**, *Legally Blonde the Musical*, Milton, MA

January 2019 – May 2019

- Performed for five nights and two matinee shows, did costume changes between scenes, and performed vocals and choreography onstage. Built positive relationships with cast members through teamwork and effective communication.

## Skills & Awards

- Microsoft Office, Outlook, and Google suites proficiency.
- Rollins College Presidential Scholarship
- Silver award from North Broward Preparatory High School for 494 service hours completed between 2014-2018.