

Work Experience

Supervisor of Ideal Services | *Omni Oklahoma City Hotel*

2022 - Present

As an Omni Associate, I have received hands-on training in all departments of the largest hotel in the State of Oklahoma, with 605 rooms. The Omni Oklahoma City Hotel is a four-diamond property.

- Supervise and manage a team of four (4) Ideal Services agents to meet and exceed budget predictions and Rooms Division goals.
- Solve difficult situations and employ unique solutions by partnering with other departments and associates in order to provide world-class customer service.
- Created a housekeeping manual in three (3) languages to standardize our in-room amenities and offerings in accordance with brand standards.
- Handle both online and in-person transitions of approximately \$25,000 per shift.
- Coordinated between departments for the success of sales and convention services programs—approximately 5-10 groups per day.
- Quality tested and proposed updates to communication systems to guests.

Lead Campus Tour Guide | *The University of Oklahoma*

2021 - 2023

As a Campus Tour Guide, I crafted impactful and lasting experiences for new students and guests; while as a Team Lead, I ensured standard policies were followed at The University of Oklahoma.

- Personally toured 733 prospective students and guests, including 27 VIP guests (i.e., government dignitaries, high achieving students).
- Coordinated and hosted the largest event for 363 high-achieving students and families in large general sessions and smaller breakout question periods.
- Seamlessly crafted a narrative about The University of Oklahoma during adverse campus events while sticking to brand guidelines and university policies.
- Developed and quality-tested semester-long schedules for 75+ Tour Guides to maximize equal distribution of guides and cross-referenced to office goals and capacities.

Event Hosting Experience

Master of Ceremonies | *Semester at Sea*

129th Voyage

Before each of the 13 ports of call on Semester at Sea, I hosted our 11 logistical pre-port meeting for 521 voyagers, with coordinated content between on-board and home-office teams to ensure consistency.

- Grew attendance to 521 voyagers while ensuring satisfaction by rebranding the mandatory meeting as “PrePort PreParty,” planned giveaways, and created an engaging atmosphere.
- Created and hosted other onboard events, including a new program (Rap Battle at Sea) that had mass appeal and spanned over three (3) of our aft decks.

Higher Education

Political Science Senior | *The University of Oklahoma*

131st Graduating Class

I graduated from the University of Oklahoma, where I received a Bachelor of Political Science with a concentration in Elections & Campaign Management, accompanied by a minor in General Business Management. I graduated with Academic Distinction and multiple honor rolls.

- I was a Lead Campus Tour Guide, an official Ambassador and Historian of the university with The Crimson Club, the chairman in the Student Government Association, and a Pi Kappa Alpha member.

Voyager | *Semester at Sea*

129th Voyage

I sailed on the 129th voyage of Semester at Sea, visiting 13 different nations while taking classes on intercultural communication, international relations, and social movements.

- I am now a Trustee on the Institute for Shipboard Education’s Board of Directors and bring the youth perspective and ensure DEI metrics are being carried out in critical decisions.
- Balanced coursework, hosting social events, and living aboard a cruise ship for 106 days visiting 13 European destinations.