

Jordan Gonzaga

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EDUCATION

The University of Scranton, Scranton, PA

May 2020

Bachelor of Science, Marketing, Minor: Management

- Cumulative GPA: 3.6/4.00 | Dean's List (5/6 semesters)

EMPLOYMENT

TGI Friday's, Bensalem, PA

Sept. 2019-Present

Host/Hostess

- Identify and address customers' needs in a timely and orderly manner
- Tend to dissatisfied customers to clarify and resolve problems
- Keep personal station and restaurant environment clean and fully supplied
- Demonstrate a positive, friendly disposition in communicating with customers

LEADERSHIP

Office of Residence Life, The University of Scranton, Scranton, PA

Aug. 2019-Present

Resident Assistant

- Assess and respond to the needs of 30 residents on floor
- Create, plan, and implement educational and recreational programs
- Act as a liaison between residents and the Office of Residence Life
- Counsel peers on personal, academic, and career concerns
- Enforce and uphold university policies

Center for Student Engagement, The University of Scranton, Scranton, PA

Summer 2019

Orientation Assistant

- Participated in 50+ hours of training on group dynamics, diversity and conflict management
- Managed logistics for Orientation and Fall Welcome programs
- Mentored incoming first year and transfer students

SKILLS

Microsoft Office | Social Media Marketing | Hootsuite | iOS & Windows Operating System | Event Planning

LANGUAGES

Proficient in English and Spanish