

Brook Maliszewski

Bbm12102@gmail.com

Professional Statement

Highly resourceful and motivated college student approaching graduation in May of 2023 and pursuing a degree in communication studies at the State University of New York at Oneonta. Over seven years of experience working in the hospitality industry and in customer service, with demonstrated experience working with various content and media programs.

EXPERIENCE

Barista

Argo Tea and Cafe, SUNY Oneonta

January 2020- Current

Oneonta, NY

- Fulfill food and drink orders
- Monitor cafe, clean equipment and keep cafe ingredients and materials stocked
- Prepare various hot and cold tea and coffee drinks in a fast paced environment

Hostess & Barback

September 2018- Current

Max London's Restaurant & Bar

Saratoga Springs, NY

- Answer customer's questions and fulfill requests
- Organize to-go orders and reservations
- Communicate with kitchen staff and other co-workers to ensure customer satisfaction
- Assist bartenders with preparing drinks, taking food orders, and keeping organization of bar area

VIP In-Seat Supervisor

May 2022- Current

Saratoga Performing Arts Center

Saratoga Springs, NY

- Kept count and organization of drink and liquor inventory
- Monitored staff environment and resolved service and point-of-sale issues
- Worked alongside co-workers to provide quality customer service and a positive experience for customers at SPAC

Intern

Office of Student Experience

January 2023- Current

Oneonta, NY

- Conducted interviews for final project research
- Answer office phone calls
- Used information gathered from surveys and interviews to create and present a final project on SUNY Oneonta can better assist sophomore students

EDUCATION

State University of New York at Oneonta

August 2019- Expected graduation May

2023

Oneonta, NY

- Bachelor of science in communication studies; minor in political science

SKILLS

- Knowledgeable of Microsoft Office programs (Word, PowerPoint, Excel and Forms), website design, photoshop and Canva
- Proficient in soft skills such as team work, communication and organizational skills