

# Abigail Brosnan Chiaviello

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Current Address: Clemson, SC 29631

Permanent Address: Beaufort, SC 29902

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## OBJECTIVE

Begin a career in hospitality and guest relations.

## EDUCATION

### Bachelor of Arts in Modern Languages

*Clemson University*

Emphasis: French Language

Minor: Social Studies

Language: Proficient in French

Spring 2024

Clemson, SC

GPA: 3.88/4.00

## RELEVANT WORK EXPERIENCE

### Tiger Team Premium Hospitality Floor Leader—North Suites

*IPTAY Hospitality*

Fall 2023-Present

Clemson, SC

- Greet suite members and guests upon entry to the North Suite Concourse
- Provide a first point of contact for guests upon arrival
- Serve as a liaison to IPTAY Hospitality Management
- Oversee a team of 6 managing 38 private hospitality suites for 7 home football games
- Resolve guests' issues outside the scope of the private suite attendants
- Coordinate break schedule to ensure coverage is maintained for the duration of the games
- Maintain and enhance the luxury environment that is IPTAY's standard

### Welcome Desk Receptionist

*Ancorage1770 Inn*

Fall 2020-Present

Beaufort, SC

- Welcome hotel and restaurant guests
- Coordinate hotel and restaurant reservations and communication via our website, phone, email, and walk-ups
- Manage reservations for inn-guests for activities within the area
- Assist with in-house restaurant operations (i.e. servings, hostessing, waitressing, and event preparation and execution)

### Retail Clerk and Management Intern

*SugarBelles*

Summer 2016-Winter 2016

Beaufort, SC

- Received first hand experience of managing a business
- Introduced to the importance of networking and professional communication
- Participated in promotional campaigns hosted by the boutique

## OTHER WORK EXPERIENCE

### Student Desk Receptionist

*Education Media Center at Clemson University*

Fall 2021-Present

Clemson, SC

- Maintain a clean and organized environment for patrons to efficiently locate resources
- Assist patrons searching the library database and stacks
- Check in and out books, resources, and media materials
- Answer questions and directing patrons from the desk, phone, and email

## HONORS AND ACTIVITIES

Phi Beta Kappa

University Study Abroad Consortium Semester in Lyon, France

Clemson University President's List

Clemson University Dean's List

ACTFL Seal of Biliteracy Assessments

Rotary Youth Exchange

Spring 2024

Spring 2023

Fall 2022, Fall 2023

Fall 2021, Spring 2022

earned in 2020

Fall 2019-Summer 2020