

KELLY GAFFNEY

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SKILLS

- Customer oriented and can immediately respond to guest needs
- Able to be resourceful and solve problems
- Interpersonal communication
- Ability to implement and enforce safety rules and guidelines
- Able to carryout routines and procedures and follow instructions
- CPR certified
- Organization, tidiness, and housekeeping of work space
- Basic understanding of golf principles and etiquette

WORK EXPERIENCE

Crystal City Sports Pub | Food Runner
June, 2018 - Present

- Worked as food runner and busboy at busy restaurant and bar averaging 400+ customers/night
- Responsible for monitoring and maintaining cleanliness and organization of assigned service area
- Assisted customers with questions and concerns in a polite and courteous manner and handled customer complaints resourcefully and in a timely manner
- Collaborated with waiters in providing food and beverage service and maintained flexibility in assisting with other duties and responsibilities as assigned

Sunset Pool Company & Winkler Pool Company | Lifeguard
June, 2016 – June, 2018

- Worked as onsite lifeguard at apartment buildings throughout Northern Virginia and Washington, DC
- Opened and closed pools, performed water testing, executed administrative tasks, ensured cleanliness and upkeep, monitored safety and well-being of all guests in and around pool
- Regularly interacted with guests to provide excellent customer service and addressed all issues, complaints, and concerns

Arlington County Department of Parks and Recreation | Camp Counselor
June 2015 – June 2016

- Worked as volunteer camp counselor for county youth program as well as Project FIVE for individuals ages 6-21 with developmental disabilities
- Gained experience in leadership, teamwork, and multitasking
- Collaborated with other counselors to implement safe and exciting group activities and projects for campers

EDUCATION

Wakefield High School | Class of 2019
Arlington, VA

Longwood University | Class of 2023
Farmville, VA

ACTIVITIES & AWARDS

Wakefield High School Varsity Football | 2016 – 2018

Football Coach's Award for Excellence in Leadership

Wakefield High School Varsity Swim Team | 2018

Wakefield High School Ping Pong Club | Founder & President | 2016 - 2018