Katherine (Chengcheng) Xing

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EDUCATION

The Pennsylvania State University | *University Park, PA* **Expected Graduation: December 2017**

- B.S. in Hospitality Management **GPA: 3.48**
- Minor in Entrepreneurship and Innovation in Hospitality Management
- Minor in Labor and Employment Relations

Green River College | Associate of Arts | *Auburn, WA* **June 2013 – June 2015**

- Major in Early Childhood Education **GPA: 3.84**
- Minor in Hospitality Management

PROFESSIONAL EXPERIENCE

Nittany Lion Inn | *Pennsylvania State University*, State College, PA **September 2015 – Current**

- Engineering Staff Member **January 2017 – Current**
  - Responding to engineering related requests made by guests and internal staff
  - Preforming preventive maintenance to upkeep property
  - Utilizing HOTSOS system to receive and resolve requests
- Front Desk Agent (Cross-Trained) **May 2016 – September 2016**
  - Greeted, checked in and checked out guests using OPERA PMS
  - Guided campus visitors and city tourists
  - Shadowed Team Leaders and took in initiatives on writing the shift reports by summarizing the unexpected events and areas of opportunities
- Banquet Captain (Promoted) **September 2016 – January 2017**
  - Trained and guided over 30 new employees in proper expectations
  - Worked alongside Operations Managers
  - Utilized MIRCOS POS system to finish billing process
- Banquet Server **September 2015 – September 2016**
  - Attended to, served and satisfied guests
  - Set up, served, and cleaned up event ranging in size from 25 to 300 guests

D. P. Dough Franchising, LLC |*State College,* PA **July 2016 – March 2017**

- Insider/Cook
  - Assisted Owner and the Student Managers on operations of the facility
  - Trained and guided 15 new employees in procedures and expectations
  - Served over 800 customers daily

ACTIVITIES/CERTIFICATIONS

School of Hospitality Management | Managerial Accounting Teaching Assistant **|** *Pennsylvania State University, State College, PA* **January 2017 – May 2017**

- Tutoring students on managerial accounting (HM 336) homework for Dr. Verbeeten

Precision Meeting & Events | Blue Shirt **|** *Washington, D.C.* **March 2016 – March 2016**

- Executing operational orders for a conference with more than 50,000 attendees

Green River College | Peer Mentor **|***Auburn, WA* **March 2014 – June 2015**

- Guided upcoming international students to local studying and living resources

Certified Wedding Planner | The Bridal Society **|** *Blairsville, GA* **November 2016 – Current**

ServSafe | National Restaurant Associate **|** *Washington, D.C.* **April 2016 – April 2021**