

James Ramos

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Reno, NV

Education

University of Nevada, Reno (2024-present)

School of Business, Business Management

Mauna Lani Auberge Resort (5 Star Hotel)

Hālani Restaurant (2022-2026)

- Food Runner
 - Strong memory retention, memorizing table and seat numbers, ensuring accurate and timely delivery without confusion, even during rush hours
- Server Assistant
 - Collaborate with designated server to secure optimal workflow
 - Attend guest inquiries and concerns in a friendly and empathetic manner

Front Drive (2023-2024)

- Valet & Bell Service Assistant
 - Provided exceptional customer service by greeting guests with a welcoming attitude
 - Demonstrated patience with any guest complaints, such as luggage or vehicle key misplacement, remaining calm and solution-oriented to minimize inconvenience time

Extracurriculars

ChapterSync Website

- With the assistance of AI, I built an app that tracks attendance with check-in, calendar, and goal setting features.

Fraternity pitch website

- A website, to present my goals and ideas for an election in my fraternity

Aviation Club

- Member of the Nevada Aviation club

Achievements

- Employee of the Month Nomination September 2023
- STEM Honors 2024
- Academic Honors 2024
- Career Technical Education Pathway Honors 2024

References

Ian Marashige

Guest Services Manager

68-1400 Mauna Lani Dr, Waimea, HI 96743
808-640-8469

Connor Cook

Guest Services Assistant Manager

68-1400 Mauna Lani Dr, Waimea, HI 96743
808-333-0921

Jeric Namahoe

HaLani Restaurant Manager

68-1400 Mauna Lani Dr, Waimea, HI 96743
808-938-2923