



Reagan Pierce

Over the course of my career I have gained experience in multiple facets of ministry and the hospitality industry. This experience over the course of 6+ years has come through different opportunities and volunteer positions. At Chick-fil-A I learned the value of customer service and gained training skills. With Snowbird Wilderness Outfitters I learned both administrative and interpersonal skills. At Shoreline Island Resort I refined my customer service skills and gained better administrative/ people skills. At 360 Church I am putting all of my hospitality experience and academia into practice while also gaining well-rounded leadership experience and skills.

Experience

09/2023 - Current

360 Church - Sarasota FL

Facilities/ Guest Service Coordinator

- Implemented an effective hospitality department with training for both volunteers and volunteer leads.
- Worked successfully with a diverse group of volunteers to accomplish goals and address issues related to our hospitality and services.
- Delegate large groups of volunteers and problem solve regularly.

08/2022 - 08/2023

Shoreline Island Resort - Madeira Beach FL

Front Desk Receptionsist

- Scheduled appointments for clients, customers, and other visitors.
- Provided excellent customer service at all times while interacting with both internal and external customers.
- Investigated and analyzed client complaints to identify and resolve issues.

05/2021 - 08/2022

Snowbird Wilderness Outfitters - Andrews NC

Camp Counselor/ Office Intern

- Organized and supervised camp activities such as canoeing, white water rafting, hikes, small groups, group games, etc.
- Cultivated effective relationships with campers, parents, and other camp counselors by utilizing active listening and dynamic interpersonal skills.
- Helped campers build confidence and self-esteem through consistent guidance and mentoring.

11/2017 - 04/2021

Chick-fil-A - Largo FL

Team Trainer/ Delivery Driver

- Exemplified quality interactions with guests.
- Encouraged new employees through a series of training methods.
- Created and offered additional scenarios to enhance training.

Contact

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Education

Spring 2023

A.S. Hospitality and Tourism Management

St. Petersburg College

Spring 2025

B.S. Business and Professional Leadership

Southeastern University/ Bayside College

Expertise

- Decision-Making
- Relationship Building
- Time Management
- Team Building
- Multitasking
- Planning
- Collaboration
- Leadership
- Critical Thinking
- Quality Assurance

Website/ Portfolio

www.linkedin.com/in/reagan-pierce-84b20a250

Reference

Available upon Request