

KRYSTAL BRASWELL
600 Stone Lion Dr. Apt. 634
Durham, NC 27703
(C): 919-201-7660
(H): 919-768-6120
Krbraswell06@yahoo.com

EDUCATION

North Carolina Central University **Durham, NC**
Bachelor of Science, Hospitality & Tourism Administration **Expected 12/2009**
4.0 GPA

North Carolina Central University **Durham, NC**
Bachelor of Arts, History Minor in Political Science **12/2006**
Fall 2005 "B" Academic Honor Roll
Outstanding Student Leadership Award 2004-2006

EXPERIENCE

Sheraton Imperial Hotel and Convention Center **Durham, NC**
Guest Services Agent **08/2006-current**

- Assist in training new Front Desk Agents
- Provide assistance to guests, addressing and resolving questions and complaints when possible or directing them to the Assistant Front Office Manager when necessary
- Operate a guest reservation terminal, cashier bank, and ten-key calculator
- Modify guests reservations before arrivals by adding advance deposits, cancelling reservations, and changing arrival and departure dates

Macy's (formally Hecht's) **Durham, NC**
Sales Associate **11/2004-08/2005**

- Organized sales floor to ensure all is clean and orderly and clothing is properly stocked and displayed
- Awarded the outstanding superstar attendance award
- Assisted customers with merchandise selections
- Executed merchandise mark-downs

PROFESSIONAL AFFILIATIONS

- Member, NCCU School of Business Student Advisory Board-secretary, 2007-current
- Member, American Hotel and Lodging Association, 2007-current
- Member, National Society of Minorities in Hospitality, 2007-current
- Member, Durham Alumni Chapter of NCCU Alumni Association, 2007-current
- Volunteer, Meals on Wheels of Durham-food preparer and driver, 2006-current

SKILLS

Proficient in Microsoft Word, Word Perfect, PowerPoint, Excel, Galaxy Hotel Management System, and Lightspeed