

KOFI O. MEROE

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- OBJECTIVE:** Motivated student with excellent communication ability, committed to obtaining a position with a company dedicated to unrivaled customer service – looking to gain invaluable experience in order to develop a rewarding career in Hospitality Management.
- EDUCATION:** **University of Massachusetts Amherst** May, 2010
Major: Hospitality and Tourism Management **GPA: 3.37**
Minor: Information Technology
- Attended high school at Ghana International School (Accra, Ghana, West Africa)
 - High school concentration in Computer Science, Economics and English Literature
- WORK EXPERIENCE:**
- July '09 – Present **Buffalo Wild Wings (Hadley, MA)**
Greeter/Cashier
- Established welcoming environment while communicating between the guest and management
 - Utilized computer systems that involved distributing and accounting for funds
- May '08 – August '08 **Sheraton Hotel Station Square (Pittsburgh, PA)**
Starwood Hotels & Resorts Intern
- Assisted front office managers and agents with front desk procedures
 - Researched and documented observations of current hotel procedures in order to develop an improvement plan with solutions to maximize efficiency
- August '07 – May '09 **University of Massachusetts Amherst**
Resident Assistant
- Organized and facilitated several educational workshops for students and staff in the areas of cultural diversity and awareness, study skills and internship/job opportunities
- SKILLS:** **Computer:** PC and Mac proficient, basic Java programming capabilities, knowledgeable in Microsoft: Word, Excel, Access and Power Point
Languages: Fluent English, basic French
- EXTRA-CURRICULAR ACTIVITIES:**
- May '09 - Present **Department of Hospitality and Tourism Management**
Career Day Committee – Registration Co-Chair
- Served as principal contact between the department and recruiters
 - Negotiated and coordinated all registration materials
- April '08 – Present **Alpha Phi Alpha Fraternity Incorporated – Assistant Executive Director**
Organization of New England Chapters of Alpha
- Operated directly with the Assistant District Director to assist chapters facilitate events focused on community empowerment
 - Collaborated closely with the Black Men of Greater Springfield to tutor and mentor youth at a local Boys and Girls Club
- May '08 – May '09 **African Student Association**
President
- Facilitated in the organization and management of cultural events