

# Mercedes E. Vazquez

□ 14 Park Hill Apartment 6 □ Menands NY, 12204 □ (518) 488 - 4109 □  
[Mvazq994@gmail](mailto:Mvazq994@gmail)

## **Summary:**

Human Resource Management graduate looking to expand on all facets involving the internal and external environment in the public or private sector. Having worked in hotels for the majority of my working period I have been able to hone in on my communication, conflict resolution, and employee to employee interaction skills.

## **EDUCATION**

- SUNY Oswego - Human Resources Management (Fall 2015 -Fall 2017)
- Schenectady County Community College – Hospitality and Tourism Degree (Associate's Degree Spring 2015 )

### The TownePlace Suites, By Marriott (May 2016 – Present)

*Front Desk Associate, Albany, NY*

- Helped operate the front desk by aiding in the checking in, and checking out process.
- Held responsible for communicating important information through the office via email, fax, or phone.
- Often worked in Excel and Word to organize information for the front desk

### The Albany Marriott (December 2013 – August 2015)

*Front Desk Associate, Albany, NY*

- Assisted front office by selling and handling 359 rooms in one single shift.
- Helped to boost gift shop sales by over 50%.
- Worked as a team with up to 5 associates at one time. Helped lead group to better the hotel.

### Wolferts Roost Country Club (September 2012 – June 2013)

*Receptionist, Albany, NY*

- Served as a first point of contact for members and guests visiting the country club.
- Helped recruit several families into becoming members of the club.
- Prepared and schedule events, including work schedules.

### Capital District YMCA Headquarters (September 2012 – January 2013)

*Marketing Intern, Albany, NY*

- Provide support for numerous duties including collating reports, filing information and organizing data.
- Created excel files to present the analysis of marketing survey data.

### East Greenbush YMCA- Lifeguard (January 2012 – June 2014)

*Lifeguard, East Greenbush, NY*

- Oversaw the aquatic complex to ensure the safety of the patrons;
- Assisted maintenance staff with inspection of the pool and common areas; and,  
Monitored swimming area for rule violations and patrons possibly under distress.