

Serena Barber

Student in CS/Web Development

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Work Experience

Spa Coordinator

January 2020 - September 2020

Salish Lodge & Spa

Snoqualmie, WA

- Greeted and checked in guests, providing a warm and welcoming atmosphere upon arrival
- Managed a high volume of phone calls, efficiently addressing inquiries and scheduling appointments
- Maintained accurate records of guest information, preferences, and special requests to ensure personalized service
- Assisted guests in selecting appropriate spa services based on their needs and preferences
- Provided detailed explanations of spa treatments, packages, and promotions to enhance guest experience
- Coordinated with therapists and estheticians to schedule appointments according to availability
- Responded promptly to guest complaints or concerns, resolving issues effectively to ensure customer satisfaction
- Managed inventory of retail products including skincare items, candles, bath products etc
- Collaborated with other departments such as housekeeping or maintenance to address any facility-related issues affecting guest experience
- Ensured compliance with health regulations by maintaining cleanliness standards throughout the spa reception area

Cashier

January 2018 - June 2018

Hobby Lobby

Issaquah, WA

Greeted everyone as they came into the store, checked them out as they were done shopping. Helped with the grand opening. Worked 5-6 days a week and would close up the store.

Supervisor

June 2013 - October 2014

Remlinger Farms

Carnation, WA

Responsibilities

I was given many different kind of responsibilities at this job. One being the safety of children, for example, getting them on top of a pony, safe and comfortable with the situation and walking them on their trail. Making sure they didn't fall off and weren't scared during so the pony's wouldn't be spooked was always a big worry. Another was, supervising picnics, where there were bouncy houses and bouncy slides or consistently making sure the food was out and refilled along with drinks.

Accomplishments

The word that describes the overall experience and the impact of this job would be that it had taught me to be responsible for my task and if anything would have went wrong, it would've been on me.

Skills Used

Communication/people skills, managing food, ensuring the safety of others and myself, managing my time.

Education

Computer Science (college)	March 2026 - Present
American Public University System	Remote
Ged (Highschool or equivalant)	January 2015 - January 2016
Cedarcrest high school	Duvall, WA

Skills

Organizational Skills, Microsoft Powerpoint, Computer Skills, Microsoft Word, Artist, Cashiering, Time Management, Food & beverage industry, Customer Service, Computer Literacy, Sales, Team Member, English, Typing, Communication Skills, Cash Handling, Computer Operation

Certifications and Licenses

Driver's License

Additional Information

Authorized to work in the US for any employer
