

**Liliana Reagh**  
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## **EDUCATION**

Spring Valley High School  
International Baccalaureate Magnet Program

Las Vegas, NV  
May 2025

Career and Technical Education Program for Business Management - Certification Earned

## **RELEVANT EXPERIENCE**

Cowabunga Canyon

Las Vegas, NV

Guest Service Supervisor

Feb 2023 - June 2025

- Supervised daily guest operations and supported a team of employees in a high-volume environment.
- Trained new team members and leads on POS systems, customer service procedures, and operational standards.
- Resolved escalated guest issues, demonstrating strong decision-making, conflict resolution, and professionalism.
- Managed cabana reservations and contract processing, ensuring accurate communication and a smooth guest experience.
- Contributed to maintaining a positive work environment and efficient workflow.

Benyeh

Las Vegas, NV

Barista/Team Member

Sept 2023 - Jan 2024

- Collaborated with team members to maintain smooth operations during high-traffic hours.
- Ensured quality control and adherence to workplace safety and cleanliness standards.
- Delivered exceptional customer service while managing multiple responsibilities simultaneously.

Dutch Bros Coffee

Las Vegas, NV

Barista

May 2024 - Present

- Completed and maintained all required company trainings and assessments with strong performance.
- Built customer rapport and upheld the company's service standards and brand identity.
- Demonstrated reliability, teamwork, and the ability to stay organized during busy shifts.
- Maintained store cleanliness, product quality, and operational consistency.

## **RELATED WORK SKILLS**

- Leadership & team support
- Staff training & onboarding
- Conflict resolution & problem-solving
- Time management & multitasking
- POS systems; cash, credit, and digital transactions
- Google Workspace (Docs, Sheets, Slides)
- Professional email & phone communication

## **ACTIVITIES AND ACHIEVEMENTS**

- DECA Leadership / Finalist 2023 - 2025
- Varsity Cheer Member 2021 - 2023
- Chamber Orchestra Group Member 2018 - 2025
- Completed 50+ hours of volunteering 2023 - Present