

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

- Managed daily guest interactions, resolving issues and ensuring positive experiences — strengthening **communication** and **brand-representation** skills.
- Trained staff on POS technology, improving team efficiency and customer flow.
- Used cash, app-based, and kiosk systems, demonstrating comfort with **digital tools** and customer-facing technology.
- Coordinated cabana bookings and contracts, frequently communicating through email and in-person channels.

Benyeh

Las Vegas, NV

Barista/Team Member

Sept 2023 - Jan 2024

- Delivered consistent, high-quality service while managing fast-paced customer interactions.
- Ensured all products matched customer preferences, reflecting strong **attention to detail** and **brand consistency**.

Dutch Bros Coffee

Las Vegas, NV

Barista

May 2024 - Present

- Completed company training and assessments, demonstrating quick learning and adaptability.
- Built customer relationships aligned with Dutch Bros' brand voice and personality.
- Created visually appealing drinks, applying **creative presentation** skills valuable in marketing-related content work.
- Maintained store cleanliness, organization, and a welcoming environment.

RELATED WORK SKILLS

- Proficient in **Google Docs, Sheets, Slides**, Gmail
- Comfortable with **social media platforms**: Instagram, TikTok
- Capable with **Canva** (basic content creation for graphics/social posts)
- POS systems, digital transactions, and app-based customer tools
- Strong written and verbal communication; email & phone etiquette
- Customer experience, problem resolution, team collaboration

ACTIVITIES AND ACHIEVEMENTS

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