

# Shannon Howley

## Food & Beverage Supervisor

### Contact

2302 Walters Road, Allison  
Park, PA 15101  
724.591.0548  
slhowleys@gmail.com

### Education

Troy University  
October 2020- May 2022  
Troy University Online  
Bachelor of Science in  
English

Pennsylvania State  
University  
August 2012 – October  
2015  
University Park, PA

### Objective

Resourceful and detail-oriented leader seeking to utilize strong organizational, interpersonal and communication skills to contribute to company growth and development.

### Experience

*March 2023 – Present*

Food & Beverage Supervisor • Diamond Run Golf Club

- Develop and implement the training guide for the front of house staff
- Manage multiple tasks in a demanding, fast-paced environment while ensuring superior guest experiences
- Continually monitors restaurant & bar while taking immediate action to ensure food quality & customer service standards are constantly met

*June 2022 – February 2023*

Member Experience Coordinator

- Manage and own Club communication through social media, email, Zingle, and newsletters
- Create and execute events and promotions
- Analyze metrics and communication outreach utilizing applications like Salesforce, Tableau, ARMI, and Pardot
- Manage Club graphic designs using advanced knowledge of Canva, Microsoft, and Adobe suites

*September 2021 – June 2022*

Personal Care Attendant • Seneca Valley School District

- Created and executed individualized progress plans – alongside a team of teachers and therapists – to achieve student education goals

*January 2020 – November 2020*

Medical Assistant • UPMC

- Maintained accurate and timely patient database records
- Created and implemented a comprehensive training manual utilized to educate and retain future medical assistants

*January 2018 – December 2019*

Nursing Assistant • UPMC Sherwood Oaks

- Engaged residents and resident's family members with self-planned activities and events to foster a welcoming and comforting environment

*September 2016 – March 2020*

Concierge • Butler County Tourism & Convention Bureau

- Organized and coordinated functions, gatherings, events and ticket sales for visitors

- Fostered a welcoming and engaging environment in order to develop personal relationship through rapport building in order to increase traffic, engagement, and awareness of Butler County tourism

## Key Skills

Member Relations  
Rapport-Building  
Creativity  
Attention-to-Detail  
Active Listening  
Presentation  
Communication

## Leadership

*March 2022 - Present*

Fast-Pitch Softball Coach • Pine Richland School District

*March 2016 – May 2016*

Fast-Pitch Softball Coach • North Allegheny School District

*September 2016 – March 2020*

Advanced Dialogue Facilitator • Penn State University: The World in Conversation

*August 2012 – May 2015*

Captain • Penn State's Dance Marathon (THON)

## References

Jack Nelson | Food & Beverage Director | 724.787.5898

John Devlin | President & CEO of Pennsylvania Automobile Association |  
717-773-6853

April Christopher | Multiple Support Teacher | 724-730-0278