

Victoria Stafford

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EDUCATION

IOWA STATE UNIVERSITY, Ames, IA

Bachelor of Arts, Performing Arts (May 2013)

Minors: Business and Spanish

GPA: 3.6/4.00

Personally financed 100% of college tuition and expenses

EXPERIENCE

TEXAS ROADHOUSE, Ames, IA

Server (October 2014 – March 1st 2015)

- Provides customers with pleasant dining experience and exceptional customer service

HYPERION FIELD CLUB, Johnston, IA

Membership Director/Food and Beverage Manager (February 2014 – August 2014)

- Created and implemented specific marketing and sales strategies in order to reach membership sales goals including all marketing and advertising for club events
- Generated referrals through building and nurturing relationship with current clubhouse members
- Established and maintained relationships with potential members
- Maintained accurate membership records and marketing databases
- Provided tours of the club for potential members and their families

Food and Beverage Manager (September 2013 – February 2014)

- Hired, trained, coached, and motivated a staff 40+ employees to provide exceptional customer service to club members and their guests.
- In-depth knowledge of dining room service techniques, plate presentation, sanitation, and food handling
- Organized and created a weekly schedule for employees; supervised all operations
- Tasted and selected various wines for our various dining areas

Server/Bartender (August 2013 – September 2013)

- Provided exceptional customer service to members

THE FESTIVAL OF NEW AMERICAN MUSICALS, Los Angeles, CA

Intern (May 2011 – August 2011; May 2012 – August 2012)

- Assisted with the planning, organization, and implementation of the launch of a nation-wide search for new musicals written by high school and college students
- Wrote and submitted various nonprofit grant applications, earning more than \$25,000 for the organization
- Coordinated a program with L.A. County Parks and Recreation to bring underprivileged kids from the east side of L.A. to musical theatre events throughout L.A. county
- Created, planned, and organized theatre day camps for underprivileged kids to attend-- in addition to teaching various sessions on dance, voice, and acting
- Built and maintained ongoing relationships with both local and national theatre organizations
- Promoted and publicized Festival events by contacting various colleges, theaters, and advertising/media organizations throughout the country

DEPARTMENT OF MARKETING, Professor DeAnne Brocato, Iowa State University

Research Assistant/Teacher's Assistant (August 2011 to May 2013)

- Researched and gathered information from a variety of academic resources pertaining to a variety of topics (i.e. commercial violence and its effects on children; differences in excuse making between men and women in the corporation organization; etc.)
- Proctored during exams for various marketing classes in the Department of Business

EXPERIENCE CONTINUED

IOWA STATE UNIVERSITY, Ames, IA

Community Advisor (August 2011 to May 2013)

- Acted as a resource for students and residents
- Maintained an atmosphere conducive to academic excellence
- Planned, organized, and implemented programs and events that address the academic and personal needs of residents
- Supported and recognized both group and individual achievements
- Enforced the university policies and regulations

THE SOUTHWESTERN COMPANY, Nashville, TN

Student Manager/Salesperson (August 2009 – August 2010)

- Helped recruit, manage, and motivate first year salespersons for direct sales program
- Developed managerial and public speaking skills through instruction of first year salespeople
- Attended over 100 hours of advanced sales and management training
- Assisted with weekly sales meetings and individual conferences while on the selling field
- Personal Retail Sales of \$21,324 in a 8 week selling period (227% increase over previous summer)
- Relocated to New York for the summer

First Year Salesperson (June 2009 – August 2009)

- Independent contractor in direct sales of educational products
- Established success principles through direct sales (i.e. positive attitude, schedule, and goal setting)
- Prospected and approached over 2,000 families from various socio-economic levels
- Executed all ordering, inventory, accounting, sales, scheduling, presentation and delivery of a product
- Personal Retail Sales of \$6,516 in a 10 week selling period
- Relocated to Pennsylvania for the summer

AWARDS & ACTIVITIES

IOWA STATE UNIVERSITY

- *America Reads, America Counts* (Tutor) – 2010-2011
- *Department of Theatre* (Teacher's Assistant) – 2013
- *Cyclone Improvisational Comedy Club* (Founder/President) – 2012-2013
- *Linden Sullivan Hall* (President) – 2010
- *National Conference On Race and Ethnicity* (Attendee) – 2012
- *Iowa State Conference on Race and Ethnicity* (Presenter) – 2013
- *Ames Parks and Recreation* (Swim Instructor) – 2008 to 2010
- *ISU Women's Rugby Team* (Rookie of the Year) – 2009

THE SOUTHWESTERN COMPANY

- *Growth Award* (increase in personal sales of \$13,200+ over previous summer) – 2010
- *Big Check Award* (net savings of \$10,000+ during the summer) – 2010