

MADISON A. DUKE

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OBJECTIVE To pursue a hospitality career in events planning using my knowledge and skills in leadership and interpersonal communication.

EDUCATION **James Madison University**, Harrisonburg, VA
Bachelor of Business Administration, May 2011
Major: Hospitality Tourism Management *Concentration:* Special Events Planning

CAREER-RELATED EXPERIENCE

Conference Assistant, Summer 2010

Events and Conferences, James Madison University, VA

- Served as a primary contact to numerous camps and conferences visiting James Madison University
- Initiated and maintained contact with sponsors prior to their arrival date to confirm all pertinent information
- Organized staff and materials for check-ins/check-outs; compiled billing summaries and housing rosters
- Coordinated all requested JMU services by assigned customers, including dining arrangements, meeting facilities, audiovisual equipment, housekeeping requirements, signage, and transportation needs
- Supervised use of all dining and dorm access cards by camp/conference participants, as Events and Conferences Liaison to JMU Card Services Department
- Performed necessary administrative duties including locking and unlocking residence halls, meeting facilities used, answering phones, and serving as on-call staff member after regular business hours

Outreach Coordinator, September 2008–May 2010

Canterbury Episcopal Campus Ministry Vestry, James Madison University, VA

- Collaborated with members to develop weekly activities and identified monthly community service events
- Led outreach committee to plan, coordinate, and participate in all projects and service events including: organizing “Relay for Life” (to raise money for cancer research), tutoring impoverished children in Columbia, SC and volunteering at local retirement communities and soup kitchens
- Followed up with new or absent members of community; wrote all welcome letters, birthday cards, and thank you letters for 40+ members

Events Coordinator Intern, Summer 2008

Strathmore Hall Arts Center, Bethesda, MD

- Scheduled exhibit tours and weddings for a variety of arts patrons
- Supervised weddings and banquets as the after-hours representative

LEADERSHIP

- Developed and led a week-long service trip to Columbia, SC
- Attended weekly leadership training sessions and maintained good group contact with service coordinator to support trip planning and implementation
- Prepared a budget for travel and dining expenditures for 9 participants
- Anticipated, scheduled, and led daily activities
- Facilitated several reflection sessions and maintained group morale through conflict management during trip

COMMUNICATION

- Served non-profit organization that promotes land use in the Shenandoah Valley
 - Provided assistance for weekend training seminar; created training manual for group cohesion workshops
 - Created press releases for 8 exhibits and shows at the Strathmore Hall Arts Center
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ACTIVITIES *Trip Leader*, Alternative Spring Break, James Madison University, October 2008–December 2008
Intern, Valley Conservation Council, Staunton, VA, September 2007–May 2008