Rhea Santos

College Student & Dining Server | Perry Hall, MD 21128 | rsanto7@students.towson.edu | 443-630-0631

Work Experience

Dining Server/Hostess, Brightview Perry Hall, MD (August 2017 – Present)

- Coordinates with managers, chefs, and fellow servers about organizing food supplies, developing server map layouts, and preparing four separate dining rooms throughout the day.
- Trains new servers to interact with residents and understand workplace rules and guidelines.
- Oversees and assists in dining server activity by helping run plates, clean tables, and handle customer inquiries and complaints.
- Encourages struggling new servers by providing a safe space to be heard and offers honest feedback and support.

Volunteer Experience

Vacation Bible School Volunteer, St. Joseph School Fullerton (July 2021)

- Planned lessons about bible passages to children ranging from preschool to fifth grade.
- Created and facilitated recreational activities for the kids during the lessons.

Crisis Counselor, Crisis Text Line (January 2022 – Present)

- Assists anonymous texters who are struggling with mental disorders, unhealthy family dynamics, and other crisis-related situations.
- Practices reflective listening, collaborative problem solving, and safety planning with texters.

Education

Bachelor of Science Psychology, Towson University, Towson, MD (August 2018 – Present)

- GPA: 3.98
- Expected Graduation: Fall 2022
- Awards/Scholarships:
    - Dean's List, Fall 2018-Spring 2020, Fall 2021
    - Provost Scholarship, Fall 2018-Fall 2022: Four-year partial tuition scholarship awarded for academic excellence in high school.
    - Dr. Edward and Mrs. Shirley Neulander Endowment Award, Fall 2022 – Spring 2023: One year partial tuition scholarship awarded for academic excellence in Psychology.

High School Diploma, Notre Dame Preparatory School, Towson, MD (August 2014 – May 2018)

- GPA: 4.00
- *Organizations:* Science National Honor Society, Art National Honor Society
- *Awards*: IAAM Badminton champions (2016), Outstanding Senior in Art Award (2018)

Extracurriculars

Secretary and Member, Original Blend Acapella Group, Towson, MD (September 2018 – January 2022)

- Participated in board meetings, compiled summaries from rehearsals, and shared information to group members (September 2019 – April 2020).
- Composed acapella songs that will be used for future performances.

Hard Skills	Soft Skills		
Microsoft Office (Word, PowerPoint, Excel)	Collaborative	Active Listener	
Basic Life Skills/CPR/AED Certified (August 2020)	Empathetic	Time Management	
	Leadership Skills	Creative	Customer Service