NATALIA NIKOLOPOULOU

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Education

James Madison University, Harrisonburg, Virginia — *Expected Graduation May 2022*

- Bachelor of Science in Hospitality Management, minor in Business — Cumulative GPA: **3.8**
- Languages: Greek (mother tongue) & English (fluent)

Relevant Experience

Research Assistant
Pro-Social Deviant Behavior Research Group, Harrisonburg, VA — *9/2020 – current*

- Read and summarized 10 research articles about prosocial deviant behavior in the hospitality industry
- Created a power point to combine all the information found

Restaurant Server
Bebi's, - Alimos, Athens, Greece — *5/2020 – 7/2020*

- Assisted guests in order selection and fulfilled additional requests
- Complied with enhanced sanitary standards due to COVID-19
- Collected payments and balance transaction with receipts

Front desk receptionist
Athletic Performance Center, James Madison University - Harrisonburg, VA — *1/2020-3/2020*

- Interacted with people by welcoming them, answering questions and providing them with information
- Incorporated organization skills by checking in/ out equipment, putting in the right place and knowing where everything belongs.
- Performed good customer service by fulfilling the needs of the people coming in and out

Additional Experience

Tennis coach
Palaio Faliro, Tennis Academy - Athens, Greece — *7/2019 – 8/2019*

- Conducted private and group lesson to junior tennis players
- Acted as sparring partner to young competitive junior player, teaching technique and tactics.
- Maintained a motivational culture through a positive environment

Tennis Tournament organiser
Palaio Faliro Tennis Academy - Athens, Greece — *12/2018*

- Advertised the tournament through Facebook, Instagram, Snapchat platforms reaching approximately 2000 followers
- Prepared for event by helping with set-up including tennis courts, balls, water, and check-in desk
- Guided a large number of young children and parents through the tournament
- Resolved situations/problems under pressure during the tournament

Relevant Academic Coursework

Showcase Project - Foundations of Hospitality Management (HM201)
Hart School of Hospitality, Sport & Recreation Management — *Fall 2019*

- Planed and organised the development of a website through Wix.com, for people to visit when they come to Harrisonburg
- Created a brochure and advertising video by collecting data and research across different related platforms
- Presented the product in an exhibition where we answered questions about our project

Athletic Involvement

Varsity Student Athlete: Women's Tennis
James Madison University, Harrisonburg, Virginia — *8/2019 – present*

- Dedicated 20 hours/week to practices, tournaments, and travel while maintaining an academic course load as a full-time student.
- Developed problem solving and communication skills to maintain and improve upon a competitive and positive environment

Certifications

- ServSafe Food Handler trained; ServSafe Food Allergens trained — *6/4/2020*
- Training for intervention procedures (TIPS) certified — *6/11/20*

Volunteering Activities

- 1-day tennis tournament with people with disabilities — *Fall 2019*
- JMU National girl's & women's sport day volunteer — *Spring 2020*
- Tennis clinic with young children in Charleston, West Virginia — *Fall 2019*