

# Graziella A. Iezzi

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## EXPERIENCE

**Art Factory** - Chesterfield, VA  
Camp Host, Birthday Party Host, Trainer,

Chesterfield, Virginia  
October 2021-Present

- Worked multiple different types of events including a variety of birthday parties, all different types of art classes and morning and afternoon camps with all ages ranging from 3-65+
- Also worked in the back of the house refilling glitters, tattoo stencils, general organizing and deep cleaning.
- Helped the company train new hires to properly ensure customer satisfaction
- Helped to create a safe and fun work environment by creating lifelong relationships with coworkers, managers, and even customers.
- Coordinated catering services from outside vendors.
- Remained up to date on emergency practices and procedures to guide patrons to safety if necessary.

**Private Family Nanny** -

Fredericksburg, Virginia  
January 2023 - Present

- Worked with multiple different families with various genders and ages to ensure the children needs and the parents were happily met.
- Encouraged positive behavior by providing clear exceptions and consistent discipline techniques.
- Developed strong, lasting relationships with both parents to ensure open communication regarding the child's progress and delivering feedback.
- Transported children to school functions, places to play, and appointments as needed.
- Assisted with homework assignments in all subject areas with various grade levels multiple times a week.
- Organized age appropriate activities such as arts and crafts, games, outdoor play, reading time, and music.

**Granny's Ice Cream** -  
Ice Cream Scooper, Cashier, Social Media Manager

Chesterfield, Virginia  
2018-Present

- Assisted planning, designing, constructing and currently helping to operate a dessert food truck which includes full service mobile concessions satisfying a diverse variety of clients in multiple venues throughout Central Virginia.
- Continually creating brand awareness through multiple marketing methods, networking and advising new entrepreneurs.
- Worked to make sure that all customers were satisfied by their experience by providing excellent customer service and accommodation as needed.

**Texas Roadhouse** -  
To-Go Host Trainer

Chesterfield, Virginia and Fredericksburg, Virginia  
August 2020-January 2023

- Greeted customers in a friendly manner and efficiently took their orders as needed.
- Communicated effectible with co-workers regarding new specials or changes in menu items.
- Effectively performed all opening and closing duties such as setting up the workplace with required supplies and equipment.
- Maintained high standards of customer service during high volume work shifts and fast paced operations.
- Ensured that all food safety regulations were followed during any meal preparation process.

## EDUCATION

- Helped to integrate new employees into the Texas Roadhouse To-Go program as one of two trainers at my location.
- |           |                                 |                                      |                            |
|-----------|---------------------------------|--------------------------------------|----------------------------|
| 2022-2025 | -University of Mary Washington- | -Bachelors of Science in Psychology- | -Fredericksburg, Virginia- |
| 2018-2022 | -Cosby High School -            | -Advanced High School Diploma-       | -Chesterfield, Virginia-   |

## GRADE POINT AVERAGE

High School GPA : 3.56

College GPA : 3.07

## **ADDITIONAL SKILLS**

Guest Experiences, Customer Service, Leadership Skills, Organizational Skills, Team Player, Strong Listening Skills.

## **INVOLVEMENT AND AWARDS**

- Social Recruitment Chair of Zeta Omega Delta, an off campus philanthropic sorority that supports local organizations and non profits in Fredericksburg 2022-Present
- Talon Award Recipient 2022-Present
- Fredericksburg Chapter Alumni Scholarship Recipient 2022- Present
- High School DECA Club 2018-2022
- High School Spanish Club 2018-2022
- High School Girl's Soccer Manager 2018-2019
- High School Basketball Cheer 2019-2020

## **REFERENCES FURNISHED UPON REQUEST**

