#  RIANA LOHREY

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## EXECUTIVE SUMMARY

Bilingual Accounting major attending the University of Central Florida, with demonstrated problem-solving and analytical skills. Proven leadership skills from training team members and implementing strategies that improved both revenue and operational efficiency. Ability to thrive in high-pressure environments and consistently deliver results. Proficient in Oracle Micros and Microsoft Excel, with a recent certification in QuickBooks. CPA eligible in December 2027.

## EDUCATION

**University of Central Florida**, Orlando, FL **December 2026**

Bachelor of Science in Business Administration, Accounting GPA: 3.8

**Honors and Awards:** Dean’s List (Fall 2024-Present)

## PROFESSIONAL EXPERIENCE

**Marriott – Celebration, FL and Orlando, FL November 2022 – June 2024**

Trainer: Supervisors and Managers (Marriott Celebration Hotel – Celebration, FL) **December 2023 – June 2024**

* Orchestrated the training of new hires, supervisors, and managers, while introducing upselling techniques that directly boosted restaurant revenue.
* Spearheaded the successful Mother’s Day Brunch Event, designing an operational model that outperformed sales from prior years and was implemented as the standard moving forward.
* Earned a promotion to trainer for consistently demonstrating motivation, ambition, and integration of the OpenTable System, while exceeding performance expectations.

Server and Bartender (Celebration Hotel – Celebration, FL)  **January 2023 (Transfer Date) – December 2023**

* Achieved the highest Guest Service Scores amongst all servers by building strong relationships with local guests and encouraging repeat visits.
* Reduced “comping” by providing the kitchen staff with direct, personalized feedback that effectively lessened losses and improved overall cost efficiency for the future.
* Fostered solid relationships with team members and collaborated effectively to optimize processes and enhance guest experience.

Retail and Trainer (Marriott Gaylord Palms-Orlando, FL)  **November 2022 – January 2023 (Transfer Date)**

* Utilized Marriott’s banking system accurately and ensured smooth financial operations while analyzing daily sales.
* Initiated a new method for organizing receipts, enhancing productivity, and accelerating register transactions, which made customer interactions more time-efficient without losing the guest experience.
* Thrived during high-traffic events and ensured efficient service despite large crowds.

**SeaWorld** – Orlando, FL **April 2022 – October 2022**

Ambassador

* Cultivated a welcoming and positive environment by educating guests about attractions, while resolving concerns promptly to ensure guest satisfaction.
* Adapted quickly to various roles across departments, with the ability to transition between positions such as guest service, operations, and training, which enhanced team flexibility.

## PROJECTS

**PwC Tax Simulation** – **Forage Certificate** **Summer 2025**

* Completed a four-task project involving a chart of accounts mapping, analyzing book-to-tax differences, calculating taxable income, and delivering a final tax summary and analysis.

## ADDITIONAL INFORMATION

**Computer Skills:** Microsoft Word, PowerPoint, Excel, Oracle (Micros), and Open Table

**Certifications:** Intuit QuickBooks ProAdvisor Level 1 and 2, Excel Associate

**Languages:** Fluent in English and American Sign Language