

# BROOKE WEBB

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Reno Nevada • (702)-278-9979 • brookewebb@unr.edu

## Websites, Portfolios, Profiles

- [www.linkedin.com/in/brooke-webb](https://www.linkedin.com/in/brooke-webb)

## Education

**Bachelors:** Business Management & Marketing, Expected in 05/2029

**University of Nevada, Reno** - Reno, Nevada

Expected Grad. May 2029

**High School:** 05/2025

**Palo Verde High School**

Graduated from Palo Verde High School

## Professional Summary

Hospitality professional with proven track record of elevating guest experiences through effective management and innovative solutions. Expertise in team collaboration and adaptability ensures consistent service excellence and operational efficiency. Known for reliability and ability to thrive in dynamic environments, bringing valuable interpersonal and problem-solving skills to role.

## Skills

- Customer service excellence
- Team leadership
- Conflict resolution
- Training & onboarding
- Fast-paced decision-making

## Experience

**Guest Experience Lead**, 03/2024 to 08/2025

**McDonald's** – Las Vegas, Nevada

- Resolved high-pressure customer concerns with empathy and professionalism, strengthening guest loyalty and satisfaction.
- Guided customers through mobile ordering and online services, greatly improving digital service adoption.
- Conducted quality checks on team interactions to ensure compliance with hospitality standards.

**Shift Leader**, 10/2022 to 02/2024

**The Bagel Nook** – Las Vegas, Nevada

- Maintained a welcoming environment by providing consistent, attentive service and personalized guest support.
- Led and trained new employees, fostering teamwork, communication, and efficiency.
- Managed daily cash handling, ensuring accuracy and accountability in financial procedures.