

John Harper Lybrand

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SUMMARY

Friendly and detail-oriented hospitality professional with strong communication skills and leadership experience. Dedicated to creating memorable guest experiences, coordinating teams, and providing efficient, personalized service.

EDUCATION

Clemson University — B.A. Modern Languages (Spanish emphasis), Minor in Business Administration
(Graduation: December 2025)

PROFESSIONAL EXPERIENCE

Front Desk Associate | Shepherd Hotel — Clemson, SC

June 2024 –December 2025

- Greet and check in guests, manage reservations, and coordinate arrivals/departures.
- Provide concierge services, including booking hotel and restaurant reservations.
- Support and collaborate with employees of diverse abilities, promoting an inclusive environment.
- Cross-train and fill in for food & beverage, valet, housekeeping, maintenance, and barback staff as needed.
- Assist in training and leadership tasks to ensure smooth daily operations.

Server | Hall's Chophouse — Nexton, SC

June 2021 – April 2022

- Delivered fine-dining service, recommending pairings and anticipating guest preferences.
- Collaborated with kitchen and management to maintain seamless service flow.
- Assisted in restocking and inventory management for bar, kitchen, and servers.

Housekeeping Inspector | Kiawah Island Golf Resort — Kiawah Island, SC

June 2018 – August 2020

- Inspected and approved housing units, reported issues, and ensured readiness for guests.
- Responded promptly to guest requests, maintaining a high satisfaction rate.

SKILLS

- Guest Relations & Customer Service
- Bilingual Communication (English/Spanish)
- Team Leadership & Training
- Reservation & Schedule Management
- Adaptability in Fast-Paced Environments