

# Nicole Dellana

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## Education

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**Boston University,** Boston, MA  
BA in **Environmental Analysis and Policy,** May 2014

## Experience

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**Cuppa Joe – Locally Owned and Sourced Coffee Shop** Breckenridge, CO  
Assistant Manager May 2015- July 2018

- Managed the people, all output of the shop, and the service
- Focused on customer satisfaction, service excellence and quality
- Acted as the face of the shop, managing and ensuring high quality service from all employees
- Developed and maintained critical communications channels

**Breckenridge Ski and Ride School – Ski Resort** Breckenridge, CO  
Product Sales November 2014- April 2015

- Assisted customers with purchasing Breckenridge lift tickets and ski and ride school
- Won a Sustainability Award for implementing a recycling program in Beaver Run Office
- Provided excellent customer service and problem solving for any difficulties

**The Herb Lyceum – Herb and vegetable farm, restaurant, and function facility** Boston, MA  
Herbal Sales Associate Sept 2013- Aug 2014

- Assisted customers with herb, plant, food, and beverage purchases
- Helped with harvests
- Educated customers on herb species and varieties, gardening, and plant care

**Clover CSA Farmshare Program – Nonprofit CSA connecting farmers to urban customers** Boston, MA  
Farmshare Intern Sept 2013- June 2014

- Managed communication between 8 farms and Clover management
- Publicized events by creating, designing, and posting flyers, and through social media
- Monitored and oversaw customer signup and farmer match data bases

**Kaipatiki Project – Auckland’s North Shore Environment Center** Lancaster, MA  
Intern Feb 2013- June 2013

- Assisted with environmental education programs and composting classes
- Performed data collection and analysis for nature reserve
- Assisted with grant writing

## Skills and Interests

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- Completing a Graduate Certificate for Sustainable Food Systems through Tufts University
- In national co-ed service fraternity Alpha Phi Omega
- Proficient in Microsoft Word, Excel, and PowerPoint
- Awarded a Sustainability Award through Vail Resorts
- Interests include gardening, hiking, yoga, local food, snowboarding, and animals