

Brynn T. Probert

Motivated and dependable professional with strong customer service and leadership experience in fast-paced environments. Known for excellent communication, adaptability, and the ability to quickly learn new skills.

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EXPERIENCE

K Pot Korean BBQ– WilkesBare, PA— Server

September 2025- current

Delivered high-quality customer service in a fast-paced dining environment

Explained menu items and guided guests through Korean BBQ dining experience

Handled cash and card transactions accurately using POS system

Managed multiple tables while maintaining accuracy and efficiency

Texas Roadhouse – Stroudsburg, PA— Server

April 2025- September 2025

Delivered fast, friendly, and attentive service in a high-volume restaurant environment

Maintained in-depth knowledge of menu items, daily specials, and allergens

Completed daily side work and closing duties efficiently

Followed all food safety and sanitation guidelines

Lehigh Valley IronPigs – Lehigh Valley, PA — Game Day Intern

April 2025- August 2025

Assisted with game day operations across multiple departments including sales, promotions, and retail

Supported press box activities and fan engagement initiatives

Adapted quickly to various roles in a fast-paced stadium environment

Collaborated with team members to ensure smooth event execution

Dunkin' – Tunkhannock, PA — Shift Lead

December 2024- June 2025

Supervised daily shift operations and ensured team efficiency

Delegated tasks and monitored performance to maintain service standards

Trained and supported team members in daily responsibilities

SKILLS

Customer Service & Guest Experience

Team Leadership & Training

Communication & Active Listening

Problem-Solving & Conflict Resolution

Time Management & Multitasking

AWARDS

Deans list Spring of 2023-2024, Fall of 2024-2025, Spring of 2014-2025, and Fall of 2025-2026

EDUCATION

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Keystone College, La Plume PA — Business and Sports & Recreation Management double major

January 2024- Present

East Stroudsburg Senior High School North, Dingmans Ferry, PA — High school diploma

August 2019– June 2023

Dunkin' – Stroudsburg, PA — Crew Member

April 2021- August 2024

Delivered high-quality customer service in a fast-paced setting

Resolved customer concerns professionally to ensure satisfaction

Assisted in training new employees and improving workflow processes

Followed company procedures and handled multiple tasks efficiently

StroudsKids Stroudsburg, PA — Camp counselor

June 2022- August 2022

Supervised and led activities including sports, crafts, and outdoor adventures

Ensured safety and well-being of campers at all times

Maintained records such as attendance, incident reports, and medical forms