

RAIMI TAPIAWALA

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EDUCATION

Rochester Institute of Technology, Rochester, USA
Master of Science in Hospitality Business Management

GPA: 3.94

Expected May 2027

Endicott College, Beverly, USA
Bachelor of Science in Hospitality Management

Jan 2023 – May 2025

Les Roches Global Hospitality Education, Crans-Montana, Switzerland
Study Abroad Semester

Mar 2024 – Jul 2024

OBJECTIVE

Motivated hospitality student with experience in food service operations, inventory management, and data-driven decision-making. Passionate about delivering exceptional service, fostering positive customer connections, and contributing to a team that values kindness, quality, innovation, and continuous improvement.

CERTIFICATION

Certification in Hotel Industry Analytics (CHIA)
Supply Chain Fundamentals

WORK EXPERIENCE

Lead Food Service Lab Assistant, Rochester Institute of Technology, Rochester, NY

Jan 2026 – Present

- Managed inventory tracking, supplier coordination, and procurement planning to ensure the timely availability of food and beverage products for lab-based classes like wine and food pairing and wines of the world
- Coordinated receiving, inventory organization, and daily operational logistics while training student assistants and supporting faculty during lab classes to improve workflow efficiency

Pastry Intern, Theobroma Patisserie, Mumbai, India

Jun 2023– Jul 2023

- Supported cross-functional production operations in a high-volume patisserie manufacturing facility while maintaining quality, efficiency, and food safety standards
- Assisted in preparing and fulfilling over **1,000** daily orders, coordinating with production teams to ensure timely order completion and operational efficiency

Restaurant Operations Practicum (Front & Back of House), La Chanterelle, Beverly, MA

Sep 2023 – Dec 2024

- Mentored and supported more than **12** hospitality students in front- and back-of-house operations, including food preparation, mise en place, wine service, guest interactions, order fulfillment, and overall service execution
- Assisted faculty in evaluating student performance and maintaining organized assessment records while gathering guest feedback to identify opportunities for improving service quality and the overall dining experience

Industrial Trainee, The Taj Mahal Palace Hotel, Mumbai, India.

Jun 2022 – Sep 2022

- Rotated through the Bakery, Front Office, Housekeeping, and Food & Beverage departments, supporting daily hotel operations and delivering exceptional guest service
- Assisted with inventory control, food and beverage service, event preparation, and cross-functional coordination during high-volume operations

Baker and Owner, The Dessert Galore, Mumbai, India.

Sep 2020 – Oct 2022

- Launched a baking startup managing end-to-end business operations, including production planning, inventory management based on customer demand trends, and **150+** custom order fulfillment, ensuring accuracy, timeliness, and customer satisfaction
- Sourced ingredients from vendors while managing costs and maintaining product quality
- Oversaw finance, marketing, and customer communications responsibilities to drive business growth and increased visibility

SKILLS

- **Technical Skills:** Microsoft 360, Google Workspace, SPSS, POS systems, Qualtrics, Canva, Figma, Adobe Creative Suite

CLUBS & ORGANIZATIONS

- **Rochester Institute of Technology:** American Hotel & Lodging Association (**AHLA**); Tennis Club
- **Endicott College:** Student of Color Association (**SOCA**); Showing Up for Racial Justice (**SURJ**); Endicott Dance Group (**EDGE**)