

Michael B. Carroll Jr.

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Educational Background:

Community College of Philadelphia
Science Pre-requisite Courses

Philadelphia, PA
Sept 2017 – Present

West Chester University of PA
BS / Professional Studies

West Chester, PA
May 2012

DPT Business School
Administrative Medical Assistant

Philadelphia, PA
Feb 2007 / 4.0 GPA

Employment History:

(Marriott International)

August 2012 – Present

The Ritz-Carlton Hotel
Manager on Duty /Assistant Front Office Manager

Philadelphia, PA
May 2013 – October 2017

- Served as the property Manager on Duty and oversaw several property operations, ensuring that the highest levels of hospitality and service were provided.
- Championed Operational Excellence training and coaching within the department, ensuring that all ladies and gentlemen were fully certified.
- Interacted with guests on a regular basis throughout the property to obtain feedback on quality of product, service levels and overall satisfaction.
- Maintained a strong working relationship with all departments to support property operations and goals and to expedite the resolution of any problems that may arise through the general operation of the property.
- Re-enlivened team's Wildly Important Goal in an effort to increase year-end guest engagement scores and overall retention.
- Celebrated successes and publicly recognized the contributions of team members.
- Reviewed financial statements, sales and activity reports, and other performance data to measure productivity and goal achievement and to determine areas needing cost reduction and program improvement.

The Ritz-Carlton Hotel
Interim Guest Services Manager (Task Force)

St. Louis, MO
February 2016 – April 2016

- Acted as Interim Guest Services Manager by overseeing the totality of the Front Office including Bellman/Door Staff, Guest Relations Coordinators, Front Desk Agents, Club Lounge and Lobby Concierges, and Call Center Agents.
- Maintained uncompromising levels of service by establishing leadership presence in the lobby and at the frontline, while providing assistance to staff when needed, observing staff

interactions with guests, and providing on the spot feedback to ensure operational excellence.

Dr. C. Morgan Chiropractic Center
Chiropractic Technician

Philadelphia, PA
Aug 2008 – Sept 2009
(*Externship 2007/ 280 hours*)

- Assisted in executing physical therapy treatment plans, including electrical stimulation, and mechanical traction.
- Implemented therapeutic pain management techniques such as hot/cold compressions and water detoxifications, and obtained patient intake vital signs.
- Compiled in-depth patient case history details and accident reports, and carried out basic physical examinations per doctor's orders.
- Maintained patient health records, ordered medical supplies, and completed patient registration.
- Provided patient education in the form of promoting dimensional wellness in an effort to increase healthcare compliance.

Publications

The Esthetic Apostle Literary Magazine
Behind the Georgian Marble Walls – a Narrative Poem May 13, 2018

Honors/Awards

Phi Theta Kappa International Honor Society January 2018

The Ritz-Carlton, Philadelphia
Five Star Leader of the 3rd Quarter October 2015

The Ritz-Carlton, Philadelphia
Five Star Supervisor of the 4th Quarter December 2014

The Ritz-Carlton, Philadelphia
Five Star Employee of the 4th Quarter December 2013

West Chester University of Pennsylvania
Outstanding Academic Achievement April 2012

Volunteer Work

Abington Memorial Hospital
Elder Life Volunteer January 2018-Present

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