

SUMMARY:

Current Hotel Assistant Housekeeping Director with a MBA Human Resources degree seeking a challenging Entry Level Human Resource Administration position, that will foster and advance my career growth in Human Resources. I have knowledgeable and comprehensive understanding of labor laws and benefits administration. I wish to effectively utilize my skills in customer service, problem solving, organizational leadership and relationship building with clients and team members.

EDUCATION / CERTIFICATIONS:

Columbia Southern University	MS Organizational Leadership	3/2019
Columbia Southern University	MBA Human Resources (GPA 4.0)	2017
Columbia Southern University	Bachelors Art and Science Hospitality Management	2016
Community College of Philadelphia	A.A.S Degree Hospitality Management	2014
Hospitality Human Resources	Mgmt. & Supervision 2.0 Certification	2014
ServSafe Food Protection	Manager Certification	2015
T.I.P.S	Certification	2015

COMPUTER SKILLS: Microsoft Office, Social Media, Micros POS, Knowledge of HR software and I-9 form processing, Knowledge of Delphi sales operating systems, HOTSOS (Hotel Service Optimization System) ONQ Property Management System

RELEVANT PROFESSIONAL EXPERIENCE:

Hilton's Inn at the Penn Hotel Philadelphia, PA

Asst. Director of Housekeeping 7/2018-Present

- Maintain high quality of housekeeping standards in: 1) the guest rooms 2) linens and uniforms 3) lost and found procedures 4) laundry and 5) public area.
- Maintain clear and efficient communication and coordination with the Front Office and other departments of the hotel.
- Prepares and distributes the Room assignment sheet and floor keys
- Interview new hire/Maintain and update employee files and training records
- Process Payroll/Process Corrective Action Forms/Onboarding

Asst. Outlets Manager - University Club/Inn Room Dining 7/2017- 7/2018

Asst. Restaurant Manager- Penne Restaurant 7/2016-6/2017

Asst. Restaurant Manager- Intern Penne Restaurant 3/2016-7/2016

- Event Planning/Prepare BEO's
- Manage day-to-day operations and assignments of the hotel's breakfast buffet and Room Service
- Interview new hire/Maintain and update employee files and training records
- Maximize revenues by communicating regularly with the Food and Beverage teams to implement agreed upon strategies, practices and promotions

Maximum Level Lounge Philadelphia, PA 11/2009-Present

Manager / Head Bartender

- Manage the daily operations of the bar, café and banquet facility
- Communicate and delegate tasks to staff of 10 team members
- Recruit, train and re-training of existing and new team members to lower employee turnover rate
- Generate new business through networking and social media

Four Season's Financial Group Mount Laurel, NJ 7/2004-11/2009

BISYS Insurance Life Insurance Company Exton, PA 1/2003-7/2004

ING Variable Annuities West Chester, PA 8/1999-1/2003

Underwriting Case Manager

- Established and maintained Life Insurance and Annuity account. Handled daily case load >150

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- Point of contact for sales agents and clients informing on current interest rates, status of policies and requirements needed
- Facilitated team level training sessions