

JESSICA CLAIRE

Montgomery Street, San Francisco, CA 94105 • (555) 432-1000 • resumesample@example.com

SUMMARY

Dedicated Information Technology Analyst offering more than 4 years of hospitality experience, providing in-depth knowledge of hospitality software and operations for the following departments: Front Office, Housekeeping, Engineering, Security, and Information Technology.

HIGHLIGHTS

- Exceptional customer service
- Exceptional communicator
- Exceptional at multitasking
- Exceptional project manager
- Exceptional computer proficiency
- Exceptional writer/document builder
- Front Office experience
- Housekeeping experience
- Engineering experience
- Security experience
- Information Technology experience
- M-Tech's HotSOS software Expert
- Extensive M-Tech's REX software experience
- Micros's OPERA PMS, End of Day, and Configuration experience
- Citric Reserve Experience
- Morse Watchman's Key Watcher and Tour Pro configuration experience
- Extensive MS Office experience
- PC Software & Hardware experience
- Mac Software & Hardware experience
- IOS Software & Hardware experience

ACCOMPLISHMENTS

- Earned "Employee of the Month" at Hyatt Regency Wichita.
- Earned "Employee of the Month" at Hyatt Regency New Orleans.

• Played a key role in the development and role out of the 'HotSOS We Care' program; resulting in more effective, accurate, and efficient follow-up of guest concerns.

• Created the 3 Primary M-Tech HotSOS manuals used in Hyatt Hotels: HotSOS Manual, H2Go Manual, HotSOS Operational Programs Manual

• Created many procedural documents used for Rooms operations

EXPERIENCE

Information Technology Analyst, 02/2013 - Current

Kimley-Horn And Associates, Inc. – Colorado Springs, CO

- Responsible for providing technical support to hotel guests, associates and management with hotel technology systems and hardware.
- Install and maintain hotel IT hardware and software in accordance with brand standards.
- Utilize defined processes, procedures and protocols to uphold the security, structure and integrity of hotel networks and systems.
- Perform required IT maintenance and upgrades with minimal disruption to hotel operations, and maintain proper backups for supported systems.
- Focus on the day-to-day availability and functionality of IT systems in the hotel and resolve standard user issues.
- Develop and use access controls to prevent unauthorized access, modification, disclosure, misuse, manipulation, or destruction of systems, networks, applications and data
- Plan, assess, monitor, deploy and report the state of compliance and any required mitigation and remediation activities (e.g., PCI, SOX, Data Privacy, etc.)
- Provide timely technical support to users, restore service and/or identify and resolve problems
- Provide regular monitoring of platform and system activities, isolating problems and determining their cause

Night Auditor, 11/2012 - Current

Affinity Gaming – Osceola, IA

- Roll business systems into the next business day

• Audit business reports

• Assemble audit package

• Act as the night MOD and front office staff

• Coordinate the completion of guest needs with overnight guest request personnel

• Daily use of Micros OPERA, Saflok, and Citrix Reserve

Guest Request (HotSOS) Coordinator, 02/2012 - 02/2013

Hoffmann-La Roche Ltd – Dixon, CA

- Function as the primary build expert to configure, build, and install the guest request application (HotSOS).
- Perform in-depth and precise investigation and documentation of current and future operational functionality of the guest request application.
- Have in-depth knowledge of the software application as well as understand the policies, procedures, and constraints of the hotel operation supported by the guest request application.
- Develop and document internal procedures, collected information, and prepared specifications on system enhancements.
- Analyze the functionality of the guest request application while doing testing of operational systems.
- Develop user training aids and assisted in training the end-user in work flow and use of the guest request application.
- Primary contact to troubleshoot problems and questions from end-users during training, go-live and stabilization periods.
- Analyze the data being provided by the guest request application in order to enhance the efficiency of hotel operations.
- Monitor the guest request application, and ensured that all departments are providing timely responses to orders.
- Daily use of M-Tech HotSOS, M-Tech REX, and Micros OPERA

Front Desk Agent/Rooms Control, 08/2011 - 02/2012

Hyatt Regency New Orleans – City, STATE

- Responsible for the efficient operation of the rooming process including arrangements such as the pre-blocking, pre-registration and final check-in of guests based upon time of arrival and special requests.
- Posted charges and settled folios for individuals and groups as well as resolved due-outs and completed express check-outs.
- Provided direction and support for front line Front Desk Agents.
- Maintained an exceptional relationship with Housekeeping staff.
- Maintained accuracy within accommodation availability.
- Ensured that customer's concerns were handled in an effective, prompt and courteous manner.
- Demonstrated a positive demeanor to customers, both internal and external, at all times.
- Daily use of Micros OPERA, Saflok, Citrix Reserve, and M-Tech HotSOS

Security Agent, 05/2009 - 08/2011

Hyatt Regency Wichita – City, STATE

- Oversaw the safety and security of the hotel and guests throughout the evening hours.
- Conducted security walks throughout the hotel property and responded to guest requests and any noise complaints.
- Problem solved and troubleshooted in order to resolve guest issues and responded appropriately to emergency situations.

• Acted as the overnight guest request personnel

• Daily use of, and configuration knowledge for Morse Watchman Key Watcher and Tour Pro software

EDUCATION

Exercise Science

Wichita State University – Wichita, KS

- 3.5 GPA