

Matthew Ramsey

7175 North Highway 17, Awendaw SC, 29429
843-343-6741 | cairsiden@yahoo.com
Github: <https://github.com/CyrusAnakii>

EXPERIENCE & ACCOMPLISHMENTS

Auro Hotels – TownePlace Suites Airport/Convention Center N. Charleston, SC

Front Office Manager 2017-November 2021

- Assisted General Manager and Assistant General Manager/Operations Manager with administrative duties including processing both accounts receivable and daily deposits as well as end of month reporting such as tax reconciliation and account receivable aging with regular usage of Salesforce and FOSSE.
- Ordered market inventory using a variety of vendors and also had ordered housekeeping supplies, office supplies, and business supplies such as business cards and signage from approved vendors using primarily online ordering portals.
- Inspected rooms for cleanliness per Marriott guidelines in order to flip to ready-to-sell status.
- Had repaired countless guest reported engineering issues including problems with TVs, HVAC, and electrical.
- Trained new associates in proper front desk procedures as well as Brand, Company, and Hotel specific practices as well as interviewed new prospective front desk agents.
- Facilitated effective teamwork both within the front desk team as well as between the front desk team and other hotel teams including Housekeeping, Breakfast, and Maintenance.

Auro Hotels – Spring Hill Suites Downtown Charleston, SC

Guest Service Agent/Night Auditor 2016-2017

- Created and implemented tools and checklists using Word and Excel to increase productivity and efficiency within normal shift processes such as in-depth instructions for completing the night audit to ensure proper and consistent methods were followed by all associates.
- Processed night audit files for management review and historical recording using Salesforce.
- Resolved guest requests and complaints using brand standard methods as well as escalation models for consistent and desired outcomes.

SKILLS

- **Javascript, HTML, CSS, React, React-Native, NodeJS, MongoDB, Express, Expo, Passport, Multer, Cors, Mongoose, Bootstrap, Bash Terminal Usage, Git**

EDUCATION

College of Charleston Charleston, SC

Bachelor of Science - Double Major Archeology & Anthropology 2015

Minor Religious Studies

Nucamp Coding Bootcamp

Fullstack Web and Mobile Development 2022