# Hayden Bunce

Deadline-driven, offering a career history of reliability and quality performance. Operates well in busy environments and maintains calm under pressure. Meticulous eye for detail and personable demeanor.



Java

C++

Server management and maintenance

Network solutions

Git

SCRUM methodology

Powershell scripting

Technical Support

Conflict resolution

Client de-escalation

Customer service

Accounting



2022-09 - Current

# **Complex Night Auditor**

Home2 Suites/Hampton Inn, Daniel Island, SC

2021-03 - 2022-09

Hampton Inn & Suites, Mt. Pleasant, SC

- Verify revenue and expenses, reconcile house accounts
- Investigated auditing discrepancies by reconciling cash drop and credit card transactions
- Create and modify guest reservations, check-in guests with pre-made reservations
- Actively listened to customers, handled concerns quickly and escalated major issues to supervisor
- Provide timely and accurate information for guest inquiries

• Responsible for multiple properties, each with over 100 rooms

#### 2020-08 - Current

#### **Freelance**

Self-Employed

- Collected and arranged client needs
- Configured multiple systems, and virtualized clients for workstation and server use
- Consistently met and exceeded client goals on time and under budget
- Multi-media production using industry standard software and practices
- Provided technical and troubleshooting support

#### 2020-08 - 2020-11

### **Personal Shopper**

Harris Teeter, Mt Pleasant, SC

- Consulted with customers on food selections and custom order requests
- Pick merchandise using inventory management system, correcting discrepancies to improve overall accuracy
- Bill and collect payment for orders
- Resolve issues and concerns regarding customer's orders
- Package merchandise in accordance with company standards and guidelines.
- Tracked substitutions and informed customers of changes



#### 2018-08 - 2022-05

# **Computer Information Systems**

University of South Carolina - Columbia - Columbia, SC

#### 2017-08 - 2018-05

# **Diploma**

Wando High School - Mt Pleasant, SC

#### 2014-08 - 2017-08

Carrboro High School - Carrboro, NC



2014-12 Microsoft Excel

**2017-04** Adobe Photoshop CC



English