

J. NICK DAVIES

Cell: (859) 402-7978 • Email: Jndav38@Gmail.com

TEAM DRIVEN SOFTWARE DEVELOPER

After more than nine years of operational management experience with in hospitality I am seeking a career change upon completion of the immersive software development program at Eleven Fifty Academy. I have a proven track record of delivering substantial growth and profitability within any team based environment. In my tenure I have demonstrated expertise in providing outstanding customer service, adaptability, team leadership, recruitment and performance excellence.

Key Strengths:

- Hospitality Management
- Excellent Customer Service
- Event Planning & Coordination
- P & L Management
- Strategic Planning & Implementation
- .NET Development
- C#, Microsoft SQL, ASP.NET
- Quality Assurance Standards
- Process Improvement & Cost Control
- GitHub, Code Pen, Bootstrap
- Adaptability
- Creative Problem Solving
- Team Building & Leadership
- Staffing & Scheduling
- Training & Staff Supervision
- Reward & Recognition Program
- Policy & Procedure Implementation
- Visual Studio 2019

EDUCATION

BACHELOR'S DEGREE

Concentration - Hospitality and Tourism Management
University of Kentucky

IMMERSIVE SOFTWARE DEVELOPMENT PROGRAM

C# Software Development
Eleven Fifty Academy

SOFTWARE PROJECTS AND DEVELOPMENT

Projects at Eleven Fifty have included a console application mimicking the card-based game, WAR. A web-based API application, that exposed me to SQL, that functions as a tracking database system for a fictitious law agency. An MVC application that books reservations at faux independent hotels in the Indianapolis area. As well as significant CSS and HTML practice, including but not limited to a static store front design and CSS creature creation. All code can be located on my GitHub, listed below.

[GitHub](#)

PROFESSIONAL EXPERIENCE

HYATT PLACE/HYATT HOUSE INDIANAPOLIS/FISHERS – Fishers, IN

September 2019 – March 2020 (Pandemic)

A new dual branded hotel in the heart of Fishers at the District holding 211 rooms and 3,000 square feet of meeting space.

ASSISTANT GENERAL MANAGER

- Increased the level of guest satisfaction by providing excellent hospitality and service through employee training, development, coaching and quality image
- Managed Sales, F/B, Front Desk, Housekeeping, and Maintenance team members to ensure daily workloads were completed
- Assisted in creating an environment where employees make empowered decisions to ensure guest satisfaction. Assisted with the preparation of financial and administrative reports as required by the Corporate Office. Met all Corporate and General Manager deadlines

INDIANAPOLIS RENAISSANCE NORTH HOTEL – Carmel, IN

August 2018 – September 2019

A leading up-scale hotel on the north side of Indianapolis holding 259 rooms, 4 suites, and 14,000 square feet of meeting space.

EXECUTIVE HOUSEKEEPER

- Managed housekeeping and laundry staff to ensure that hotel facilities, guest rooms and public areas met all standards related to comfort and aesthetics

- Conducted ongoing training of housekeeping employees to increase job knowledge and skill level
- Developed weekly schedules based on the occupancy forecast and provided the productivity index to achieve revenue goals

EMBASSY SUITES BY HILTON INDIANAPOLIS DOWNTOWN – Indianapolis, IN

Sept 2017 – July 2018

A convention hotel nestled in the heart of downtown Indianapolis spanning 360 suites over 14 floors.

FRONT OFFICE MANAGER

- Managed the day to day operations of the front office that includes guest service standards, cost and labor control, overall profitability, forecasting, delivering recognition and reward, and QA compliance
- Developed new departmental policies and procedures to enhanced excellent customer service and a safe hospitable environment

EMBASSY SUITES BY HILTON LEXINGTON/UK COLD STREAM LEXINGTON – Lexington, KY

Aug 2015 – Aug 2017

A top ten ranked Embassy Suites with 5 floors, 230 suites, and 14,000 square feet of meeting space.

RESTAURANT MANAGER, FRONT OF THE HOUSE

- Oversaw the implementation of guest-service standards; resolved problems and managed the daily evening reception
- Performed beverage audits, implemented change and maintained beverage cost and perpetual inventory
- Directed HR operations by conducting training programs, coaching, counseling, scheduling and assigning duties
- Implemented policies and procedures, appraised and reviewed job contributions and conducted monthly staff meetings

FRONT OFFICE MANAGER

- Recognized as the fourth best front office service team amongst all Hilton front offices, worldwide
- Supervised the front office operations and provided necessary direction, tools and training to deliver excellent hospitality
- Managed the departmental ordering of invoices, gift shop sales, scheduling, cash handling, booking and budgeting

MARRIOTT'S GRIFFIN GATE RESORT AND SPA LEXINGTON – Lexington, KY

May 2011 – August 2015

A category 5 Marriott with full-service spa, 395 rooms, 14 suites, and an 18-hole golf course.

GUEST SERVICE AGENT LEAD

- Managed the check-in/check-out process that enhanced guest satisfaction
- Performed managerial duties and responsibilities as Shift Manager
- Investigated and resolved customer inquiries and concerns in a timely and empathetic manner

References available upon request.