



JENN  
MENJIVAR

Phone: 786-306-5850

Located: Orlando, FL 32806

Email: Jennifer.Menjivar18@gmail.com

LinkedIn: linkedin.com/in/jennmenjivar

Portfolio: jennmenji.github.io/portfolio

GitHub: www.github.com/JennMenji

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Front End Web Developer leveraging Hospitality background to optimize client experiences and foster an inclusive team environment. Known for being research-focused and leveraging knowledge to easily adapt to different and fast-changing environments.

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## TECHNICAL SKILLS

Languages: HTML, CSS, JavaScript ES6, jQuery, SQL, NoSQL

Applications: Git, GitHub, MongoDB, MySQL

Tools: Responsive Design, Express.js, Node.js, React,

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## PROJECTS

### Castle, Cottage, or Cave

GitHub: [github.com/JennMenji/castle-cottage-or-cave](https://github.com/JennMenji/castle-cottage-or-cave) | Deployed Application: [damp-inlet-70422.herokuapp.com](https://damp-inlet-70422.herokuapp.com)

- A MERN-stack application that searches for and saves rental property listings and realtor contacts by city, state, number of bedrooms and bathrooms as well as maximum price using the US Real Estate API
- JavaScript, MongoDB, Express, React, Node, Bootstrap, Apollo Server, React Router, GraphQL, and Heroku

Tech Blog | GitHub: [github.com/JennMenji/tech-blog](https://github.com/JennMenji/tech-blog) | Deployed Application: <https://tech-blog-1021.herokuapp.com/>

- A blog style application that utilizes a MVC paradigm as the architectural structure to allow users to login and have discussions with other Tech enthusiasts
  - JavaScript, Handlebars.js, CSS, Express.js, Express-Session, MySQL, Sequelize, and Heroku
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## EXPERIENCE

### Front Office Group Coordinator

*Signia by Hilton Orlando Bonnet Creek | Orlando, FL | August 2019 – September 2021*

- Created concise and informative resources to prepare the Front Office Team for over 800 weekly arrivals by gathering and analyzing relevant group information across various channels and departments
- Collaborated with Hotel Managers and Executive team by attending daily morning stand ups to present essential Group and VIP guest(s) information and to discuss hotel operations, resulting in Group satisfaction scores of 90% or higher
- Maximized RevPAR (Revenue Per Available Room) of approximately 1,000-rooms of inventory by working with Pre-Arrival Team to reconcile accounts, input data-entries, and audit guest reservations for accuracy of room, food and beverage, and miscellaneous revenue
- Awarded “Mastering Art of Service” Gold Coin twice for demonstrating a high level of customer service and exercising problem solving and critical thinking skills

- Nominated by Hotel Leadership for Central Florida Hotel & Lodging Association's 2019 Gold Pineapple Award for learning departmental roles quickly, natural leadership, and exceeding job expectations

### **Group and Leisure Sales Coordinator**

*Signia by Hilton Orlando Bonnet Creek & Waldorf Astoria | Orlando, FL | July 2018 - August 2019*

- Assisted Group and Leisure Sales Managers with reaching quarterly sales goals of \$250,000 by responding to correspondences, distributing leads, preparing presentation materials, constructing incentive packages, and managing projects
- Forecasted hotel occupancy levels and revenue earnings by inputting contractual details into Delphi systems from Consortia, Wholesale, Corporate, and Social bookings
- Administered the allocation of funds for Leisure Sales' yearly travel budget by planning trips, researching alternate options to reduce expenses, and reporting travel expenses, resulting an increase in yearly travel funds of approximately \$2,500
- Project-managed complex-property site visits by coordinating with vendors and hotels' operation teams and successfully implementing sales strategies into client's transportation, meeting, and meal plans
- Appointed as Co-Lead in Blue Energy's Sustainability Committee for both Waldorf and Hilton for implementing new sustainable office practices that reduced paper, ink cartridge, and hotel key card waste

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## **EDUCATION**

### **Full Stack Web Development Certification Program**

University of Central Florida | Orlando, FL | *September 2021*

### **Bachelor of Science in Finance and Bachelor of Science in Hospitality Management**

Florida State University | Tallahassee, FL | *December 2017*

### **Associate in Arts**

Tallahassee Community College | Tallahassee, FL | *July 2014*