**Kendall Harmon**

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**Education**

**University of Missouri**, College of Agriculture, Food and Natural Resources

Bachelor of Science in Hospitality Management, Lodging Management; Minor in Business Management

**Summary of Qualifications**

* Experienced shift supervisor, supervising staff in business operations
* Pro-active leader and communicator
* Proficient in Microsoft Office, Windows and Mac Operating systems; Google certified Technical Support
* Strong attention to details, tasked oriented and time management skills
* Skilled in hospitality management, inventory control, and customer service
* Ignite for Hotels – an initiative to improve leadership effectiveness, trust and engagement scores by developing capabilities of managers and team leaders who supervise line-level team members.

**Work Experience**

**Home Service Personal Care Assistant|**Illinois Department of Human Services, Chicago, IL Sept 2021 to Present

* General support to maintain, strengthen and safeguard the functioning of an individual in his/her home.
* Maintain an orderly home by assisting in activities of daily living from eating, bathing, grooming, and toileting.
* Assist in housekeeping and maintaining home, food preparation, and outdoor maintenance.
* Assist in environment challenges to better navigate surroundings.
* Provide transportation and mobility support to and from appointments or daily task.

**Manager on Duty/Front Office Supervisor|**Hilton Austin, Austin, TX May 2016 to August 2021

* Responsible for accurate execution of all duties in the hotel management operations process including, maintaining accurate and complete records, interfacing with online platforms and guest, and inventory management.
* Ensures the organization's strategic plan, mission, vision and values are communicated to the team and integrated into the team's strategies, goals, objectives, work products and services.
* Coordinate and manage the company’s planning and execution processes, along with providing orientation to incoming staff.
* Supervise and coach team members in guest registration, concierge, group convention information, reservation confirmations, and efficient flow of lobby traffic.
* Participate in the development, coordination and dissemination of new or revised policies, providing expert advice, analysis, and recommendations.
* Conduct and lead team meetings to ensure staff assignments efficiently and effectively cover daily activities resulting in high customer’s satisfaction.
* Provide advice and recommendations to Senior Management based on comprehensive knowledge and ongoing project oversight and management.
* Managed a diverse background of staff and ensured equality and diversity in the workplace when hiring new staff; set work priorities and defined critical work paths

**Guest Service Agent|**Hilton Austin, Austin, TX August 2015 to May 2016

* Demonstrated the importance of teamwork by actively listening and developing solutions to assist and encourage peers to be more customer friendly and responsive to achieve a high level of professionalism and guest satisfaction.
* Mitigated concerns, stress, and issues raised by the guest; developing trusting, productive relationships with the guest and staff; diffused confrontational situations and worked cooperatively to achieve goals.
* Identify, design, and conduct analysis of program data and prepare written and analytical reports that assure maximum program impact, including the appropriate utilization of funds and achievement of targets.
* Analyze, write, and proof reports and talking points as well as participate in briefings and presentations.
* Interacted with customers and effectively resolved customer service problems; resolved staffing concerns, conflicts, differences and problems; updated senior management on performance and operations.
* Interacts with others to perform assigned responsibilities to reach fair and equitable outcomes which results in group successes.

**Bartender, Bar Back and Front Door Manager|**International Tap House, Columbia, MO Aug 2014 to Aug 2015

* Managed timelines and work schedules in accordance with business objectives; planned work assignments and schedules; assigned tasks and responsibilities to employees.
* Mentored and trained new staff; followed up with staff on their performance on a semi-annual basis; and rewarded and recognized employees for their performance.
* Ensured guest satisfaction by demonstrating knowledge to assist in guest selections
* Sommelier of international and domestic beers

**Bar Back and Front Door Security|**1839 Tap House, Columbia, MO May 2014 to August 2015

* Exhibited excellent customer service and cash handling skills through interaction with customers
* Knowledgeable on local and national alcohol and tobacco laws
* Ensured the safety of staff and guest while visiting the facility
* Ensure that guest meet the state age requirement for entry.

**Food Service Worker|**University of Missouri Hospital, Columbia, MO September 2013 to May 2014

* Prepared meal trays for patient in accordance with their prescribed diet
* Delivered and set up trays in rooms or lounge for patients, ensuring that the right patient received the right meal
* Maintained storerooms, pantries, coolers, freezers, and other storage areas for food and supplies
* Maintained a hygienic workstation as well as sanitized and stock supplies in accordance with hospital policy

**Cook and Garden Bar Attendant|**Ruby Tuesday’s, Columbia, MO March 2013 to September 2013

* Seasoned, cooked, arranged, and garnished dishes in accordance with Ruby Tuesday’s recipes
* Ensured proper food storage and preparation in accordance with local food safety laws
* Maintained a hygienic workstation as well as sanitized and stock supplies
* Regulated temperature for ovens, broilers, grills, and roasters
* Ensure freshness of food and ingredients by checking for quality, keeping track of old and new items, and rotating stock

**Internship Experience**

**Management Intern|**The Broadway DoubleTree Hotel, Columbia, MO January 2015 to May 2015

* Shadowed Managers throughout the day gaining firsthand knowledge of their daily tasks
* Developed an understanding of roles, responsibility, and tasks each department
* Gained the knowledge and developed an understanding for the working environment of the Sales and Event team
* Worked together with the laundry team to inspect/clean linen and ensure each floor is restocked in supplies
* Experience in the Front office to ensure guest experience is exceeding expectations
* Worked alongside the GM to gain expert knowledge on the daily duties involved to exceed in hospitality.

**Awards**

* Hilton Austin: Connie Aware (#1 Hotel in the company from a Service Perspective) 2017
* Hilton Austin: Award of Excellence (Top 6 Hotels in the company from a Service Perspective) 2015 and 2016
* Renovation year 2016 ensured departmental goals of overall arrival/departure, overall experience, and problem resolution goals were achieved or exceeded.
* Earned multiple guest reviews on surveys and SALT comments