

JASPER ABARQUEZ

EDISON, NEW JERSEY

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SKILLS & ABILITIES

Multilingual

Rudimentary Spanish

Rudimentary French

Rudimentary Tagalog

Coding Languages

HTML 5

CSS

Bootstrap | Bulma

JavaScript

Node.js | Express | Inquirer | Sequelize

SQL

Office Applications

Microsoft Office (Word, Excel, PowerPoint)

Macintosh and Windows Operating Systems

FOCUS Point of Sales System

ALOHA Point of Sales System

Crunchtime/ Net Chef Inventory System

Salesforce Event Booking System

MySQL Workbench

VS Code

EXPERIENCE

TOPGOLF ENTERTAINMENT GROUP

TEAM LEAD

TOPGOLF EDISON NEW JERSEY

NOVEMBER 2016 – JANUARY 2019 | NOVEMBER 2020 – PRESENT

- Upheld operating procedures, service and safety standards, as well as guest satisfaction.
- Helped manage multiple departments in a venue of over 200+ associates in a venue grossing annually \$25M.

HOSPITALITY MANAGER

TOPGOLF MIAMI DORAL FLORIDA

JANUARY 2019 – APRIL 2020

- Managed the Golf Services, and Caddie/Support departments of over 40+ associates. Responsible for scheduling, daily operating procedures, and delivering disciplinary documentation for associates.
- Maintained and organized retail inventory

SPECIAL PROJECTS TRAINER | RE:NEW MULLIGAN
TOPGOLF HOME OFFICE DALLAS TEXAS
MARCH 2017 – AUGUST 2018

- Successfully implemented “Project RE:New” to existing venues as well as executing various side projects for Topgolf’s operations and training departments. “RE:New” radically changed the steps of service model Topgolf had been operating within every Front of House department.
- Worked closely with various departments in home office to create new training material to deliver them effectively to the company.
- Travelled across the country to 20+ venues training the associates as well as the senior management teams. I was also involved in training the National Directors of Operations for all the regions of the company.
- During the roll out of this project, I also was a part of the opening of 2 venues in Orlando, Florida and Tucson, Arizona. This included hiring 200+ associates and training them in their new job roles.

EDUCATION

MIDDLESEX COUNTY COLLEGE
EDISON, NEW JERSEY (2014)
ASSOCIATES DEGREE GENERAL EDUCATION | MINOR ENGLISH

JOHN P. STEVENS HIGHSCHOOL
EDISON, NEW JERSEY (2009)
HIGHSCHOOL DIPLOMA

REFERENCES

HASAN FLEMING, OPERATIONS MANAGER
TOPGOLF EDISON
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