**SHELBY PHILLIPS** Denver, CO Phone: 713 470-8964 Email: ShelbyPhillips16@Gmail.com

**Professional Summary** Resourceful leader adept at analyzing corporate environments to drive organizational goals. Collaborative team player with a proven track record of enhancing team interaction, confidence, and cost reduction.

**Areas of Expertise**

* Operations and guest service management
* Customer service management/satisfaction maximization
* Personnel management and team building
* Training program implementation/meeting facilitation
* Problem identification and solution development

**Professional Experience**

**Atomic Cowboy** Bartender/Supervisor April 2021 - Present

* Promoted to bartender from server, then recently to supervisor.
* Conducted training for the company and contributed to the opening of a new location in Golden.
* Worked a 3-concept store, acquiring skills in cash register and safe management.

**First Watch** Server August 2020 - Present

* Excelled in a team environment, demonstrating strong communication skills.
* Maintained cleanliness and organization, fostering customer recognition and return.

**Cheyenne Mountain Resort - Elevations Bar** Cocktail Waitress October 2019 - August 2020

* Learned resort operations and hospitality principles, maintaining a loyal customer base.
* Focused on upselling and delivering exceptional guest experiences.

**Flying Saucer Draught Emporium** Server January 2019 - August 2019

* Acquired knowledge of beer production and styles, ensuring customer satisfaction.
* Maintained compliance with health regulations to provide a safe environment.

**Marriott Marquis Houston (1000 room property)** – Houston, Texas Front Desk Lead November 2017 – 2019

* Led front desk, guest services, and bell staff operations, ensuring efficiency and guest satisfaction.
* Trained and developed a team, managed guest service activities.

**Marriott Marquis Houston** Guest Experience Expert December 2016 - November 2017

* Contributed to the pre-opening transition, enhancing customer satisfaction and staff motivation.
* Promoted to Front Desk Lead for outstanding performance.

**Education and Certification**

* Graduated high school from Klein, TX - 2013
* Marriott International’s Certified New Hire Trainer

**Computer Skills**

* PMS (Hotel Computer Managing System)
* Microsoft Office: Word, Access, Excel, and PowerPoint
* macOS Operating System
* TABC (Texas Alcoholic Beverage Commission)
* POS (Point of Sales)