

# Greta Sepulveda

## **Junior Javascript Developer**

Austin, TX 78752

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I am seeking a position as a Junior Full Stack Developer with . I would like to specialize in Javascript, HTML5, HTML, CSS, JSON, MYSQL, Node.js, GIT, JQuery, Bootstrap. ReactJS, CSS, HTML. I have previously worked in Hospitality Management and Customer Service for 13 years. I am open to travel and working remotely. I am fluent in English and Spanish.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

## Work Experience

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### **Group Rooms Division Manager**

Travaasa Experiential Resorts - Austin, TX

February 2015 to February 2018

The primary role of the revenue manager is to maximize the businesses' opportunity for revenue and profits.

Compare monthly occupancy forecast to determine rates. Be aware of and take into consideration when building future pricing.

Responsible for group reservations in Austin, Texas and Hana, Maui.

Develop procedure manuals for SpringerMiller SMS system.

Very familiar with software including SpringerMiller SMS system & Resort Suites, Microsoft Word, Microsoft Powerpoint.

Talks to customers over the phone, email, online chat or social media to resolve their questions or concerns.

Maintains and updates customer information as necessary.

Calmly attempts to resolve and de-escalate any issues.

Escalates calls to supervisor when necessary and appropriate.

Responds to requests for assistance and/or possible processing of credit card authorizations.

Tracks call-related information for auditing and reporting purposes.

Provides feedback reports on call issues related to downtime and/or training issues.

Bilingual language skills: Spanish and English.

### **Reservation Specialist**

Travaasa Experiential Resorts - Austin, TX

March 2012 to February 2015

Answers all reservations related incoming calls in a friendly and courteous manner using proper telephone etiquette and using clear verbal English communication.

Listens attentively to understand guests' inquiries and requests.

Promptly provides accurate information regarding availability, accommodation types and quotes correct room/ spa rates and treatment selections.

Assigns reservation in the computer system based on the guest's preference and availability.

Arranges reservations as per the guest's request.

Reads, retrieves, communicates and verifies information including confirmation number(s) to the caller.

Answers questions regarding the Hotel/ Spa/ F&B facilities and services, as well as information regarding local attractions, directions, etc.

Memorizes and recites applicable deposit and guarantee policies as requested.

Accurately inputs and retrieves data from the computer reservations system.

### **Front Desk Manager**

Wyndham (La Quinta) Austin Capitol / Downtown - Austin, TX

April 2008 to January 2010

Responsible for the running of the front desk by hiring and training all front desk agents and leading by example.

Anticipate and handle any guest requests and satisfy their needs within acceptable guidelines.

Assist in the development and monitoring of the budget to provide top quality customer service.

Schedule the front office staff and supervise workload during shifts.

Act as liaison between the General Manager and staff.

Answer phone inquiries, direct calls, and provide basic information.

### **Front Desk Agent**

Wyndham (La Quinta) Austin Capitol / Downtown - Austin, TX

August 2005 to April 2008

Greet every guest promptly with a smile and maintain eye contact.

Established and maintained good communication and team work with fellow colleagues and other departments within the hotel.

Handled all guest interactions, in person and over the phone, with the highest level of hospitality and professionalism, accommodating special requests whenever possible, resolve customer complaints, assist customers in all inquiries in connection with hotel services, hours of operations, key hotel personnel, in-house events, directions, etc.

Check in guests, assure that guest is assigned type of room requested and the correct rate is charged.

Arrange for luggage to be delivered to guest rooms as needed.

Issue correct keys to the guest.

Check out guest at end of stay, ascertain guest satisfaction, collect keys, post late charges and present bill to guest.

Understand all fire/safety procedures and provide necessary assistance to guests and employees in the event of an emergency.

Participate in scheduled departmental meetings and all other relevant meetings as requested.

Train office staff in NiteVision PMS, fire, life and other emergency procedures.

Supervise front desk operations to ensure all guests receive superior customer service.

Held quarterly office meetings to answer questions.

Investigated any auditing discrepancies by reconciling cash drops, and credit card transactions.

Efficiently resolved any guest complaints and insured that issues were addressed promptly.

## Education

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### **Javascript Full Stack Developer Certification**

Austin Coding Academy - Austin, TX

March 2019 to Present

### **Associate in Hospitality Management**

Austin Community College - Austin, TX

May 2009

## Links

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<https://github.com/MariaGretaSepulveda>

<https://www.linkedin.com/in/greta-sepulveda/>

## Additional Information

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Professional Skill:

HTML5, JAVASCRIPT, Adobe Photoshop, HTML5, Bootstrap, JQuery, CSS, AngularJS, MySQL, JSON, Node.js, MongoDB, Express.js, Redux, React Native, GIT, GitHub, RESTful APIs, Microsoft Word, Microsoft Powerpoint.