

Maribel Doris Montes

11604 Marshall St. Manor, TX 78653 * (512) 590-5195 * maribel.montes4@gmail.com

Objective: Seeking a position with a company which will require me to utilize my skills, abilities and experience that will contribute to the growth of the company.

Education: **Bachelor of Science, Electrical Engineering, May 2012**
The University of Texas at Austin

Experience:

02/20 – Present **White Lodging Services, Inc – Austin, Tx**

Director of Services, Hyatt Place Austin Downtown

Manage, lead and oversee an entire housekeeping team of 25 to 40 associates, to include, GRA, Public Space attendants, Houseman, Inspectors, Supervisor, and Laundry department. Oversee performance and action plans for Q12 score. Ensured all associates are certified. Performed daily tasks such as, breaking the house, inspecting rooms, updating laundry productivity tracker, reviewing checklists, updating White Lodging H-drive, etc. Performed weekly inventory and ordering of all guest supplies for rooms and the public spaces within the hotel. Edit and Approval of temp company labor on weekly basis. Review staffing levels daily to ensure all rooms are cleaned and flipped for revenue management sellouts. Performed monthly training of entire hotel staff. Performed risk audit of hotel. Assisted new hotel associates during application process and orientation. Assisted front desk team during check out time.

01/21 – 04/21 **White Lodging Services, Inc – Austin, Tx**

Housekeeping Manager - Task Force, Courtyard and Residence Inn Austin Downtown

Manage, lead and oversee an entire housekeeping team of 20 associates, to include, GRA, Public Space attendants, Houseman, and Laundry department. Performed daily tasks such as, breaking the house using Fosse, and inspecting rooms. Performed weekly inventory and ordering of all guest supplies for rooms and the public spaces within the hotel. Review staffing levels daily to ensure all rooms are cleaned and flipped for revenue management sellouts. Trained new housekeeping manager.

11/17 – 02/20 **White Lodging Services, Inc – Austin, Tx**

Housekeeping Manager, The Westin Austin Downtown

Manage, lead and oversee an entire housekeeping team of 50 associates, to include, GRA, Public Space attendants, Houseman, Inspectors, Supervisor, and Laundry department. Designed a program in Excel to help create housekeeping boards during the Starwood and Marriot merger. Oversee performance and action plans for Q12 score. Ensured all associates are certified. Performed daily tasks such as, breaking the house, inspecting rooms, updating laundry productivity tracker, reviewing checklists, updating White Lodging H-drive, etc. Performed weekly inventory and ordering of all guest supplies for rooms and the public spaces within the hotel. Edit and Approval of temp company labor on weekly basis. Oversee GXP requests for speedy guest delivery with accuracy. Review staffing levels daily to ensure all rooms are cleaned and flipped for revenue management sellouts.

3/17 – 11/17 **White Lodging Services, Inc – Austin, Tx**

Housekeeping Supervisor, The Westin Austin Downtown

Performed daily tasks such as, daily assignment, PARC, and HotSOS inspections. Oversee GXP requests during the night to ensure all guest requests are met. Lost and Found Champion. Ensured all linen closets are up to par. Active communication with front desk to solve any guest issue. Performed linen inventory on a monthly basis. Ensured all rooms got turn over to front desk for guest arrivals. Updated brag board, GSS tracker, training grid and checklist binder.

8/16 – 3/17 **White Lodging Services, Inc – Austin, Tx**

Housekeeping Inspectress, The Westin Austin Downtown

Performed HotSOS inspections daily to hold housekeepers accountable. Ensured all rooms assigned for the day got cleaned. Assisted housekeepers and houseman through the day making sure linen closets were to par and rooms were getting stripped. Worked with housekeepers to make sure stayover rooms were getting

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cleaned as well as checkouts. Active communication with front desk to ensure all guest needs were met before guest arrival or during guest stay.

6/15 – 6/16

White Lodging Services, Inc – Austin, Tx

Public areas attendant, The Westin Austin Downtown

Daily review with leader on duty over projects to work on the day. In charge of the cleanliness of the banquets, lobby, pool and fitness areas. Made sure all amenities were stocked and areas were cleaned. In charge of guest request and speedy delivery of requests. Took care of all associates areas to make sure they are clean and organized.

11/13 – 05/15

Stadium people, Guest Services, COTA

Read tickets and Direct guests to correct stand. Guide and interact with guests around venue. Performed inspections on guests to make sure items prohibited are not entered in the venue. Helped set up stands and close for the day.

05/12 – 06/15

Computer and Automobile Repair Assistant, Montes Car Shop

Diagnose and repair desktops and laptops, perform installation and troubleshoot computer hardware and software. Perform routine and anticipatory maintenance of vehicles and equipment. Diagnose, repair and perform accepted service on customer vehicles. Assist mechanic with replacing auto parts.

01/12 – 12/12

Digital Signal Processing Project sponsored by Texas Instruments (TI).

Designed a system that enhances video conferencing by utilizing sound to locate a participant and steer the camera toward them via Digital Signal Processing (DSP). Developed, tested and refined the system software.

11/12 – 12/12

Embedded System Project,

Created a navigational system to help visitors find their way around the engineering building. Designed the PCB layout of the microcontroller, “State Machine”, and part of the system’s software.

Accomplishment: Third place at class competition.

11/09 – 12/09

Logic Design Project,

Designed a multiplier for unsigned binary numbers that will multiply a 3-bit multiplicand by a 4-bit multiplier to give a 7-bit product. Designed the state graph for the control system. Developed, tested and refined the VHDL description of the system.

09/06 – 11/06

Electrical Engineer Intern, El Mundo Newspaper

Implemented network wiring of a new complex of the company. Installed ceiling fans, electrical outlets and telephone lines.

05/06 – 08/06

Electrical Engineer Intern, Hispatex

Designed and installed the electrical wiring, network wiring and telephone lines of the remodeled building of the company.

Skills:

Proficient with Microsoft Office, Kronos, Reportsafe, TM1, GuestVoice/Medallia, I left my stuff, C, C++, Java, Adobe Photoshop. Familiar with Lightspeed, Opera, Fosse, GXP, Unifocus, Perl, LabVIEW, Multisim, ModelSim. Strong organizational skills and good interpersonal skills. Determined, reliable and responsible. Effective at delegating work assignments. Fluent in Spanish and Basic Korean.

Certifications: SLDS 1

Housekeeping and Laundry Workshop
Flight school

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Community Involvement:

Volunteer, Fall Engineering EXPO

Mentor, Peer Assistance Leaders (PALs)

Volunteer, Introduce a Girl to Engineering

Volunteer, Breast Cancer Resource Center (BCRC) Champagne Brunch and Auction

Professional Organization:

Member, Dress for Success, 2014 – present

Member, Institute of Electrical and Electronics Engineers, 2012

Member, Society of Women Engineers, 2010

Member, Women of Engineering program. 2009

Member, Phi Theta Kappa, 2008

Awards/Recognitions:

Manager of the 1st quarter (Westin Austin Downtown), 2019

Associate of the month (Westin Austin Downtown), 2017

Hispanic Scholarship Fund recipient, 2009-2010

Employability Status: U.S. Citizen