

JUNIOR DEVELOPER WITH PROVEN CUSTOMER SERVICE & COMMUNICATION SKILLS

Graduate of an intensive coding boot camp specializing in .NET applications and full-stack development

Acquired extensive, hands-on back- and front-end design experience through collaborative and independent projects

Combine professional development with 5+ years of robust performance delivering a concierge-level of service to hotel guests

Recognized as a leader able to quickly and accurately assess and meet needs in fast-paced, high-volume virtual office settings

PROFESSIONAL EXPERIENCE

We Can Code IT, Cleveland, OH

[GitHub](#) | [Portfolio](#)

SOFTWARE ENGINEERING APPRENTICE, 2017

Acquired strong knowledge of in-demand programming and markup languages (C#, Java, JavaScript, HTML, CSS), frameworks and platforms (ASP.NET, jQuery, JSON, Bootstrap, .NET MVC), practices (Agile, Scrum), database (SQL), and software.

▶ Capstone Project:

⇒ Technologies Used:

▶ Key Project:

⇒ Technologies Used:

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⇒ Technologies Used:

Marriott, Cleveland, OH

GUEST SERVICES REPRESENTATIVE, 2011-present

Recognized as an exceptional service specialist, first supporting the World Wide Group and managing calls from customers around the world, and now holding an elite role delivering service and support to Marriott's Platinum Premier members.

Manage an incredibly high volume of customer inquiries—via phone, mail, web, and fax—for guests seeking to make, change, or cancel reservations at any of Marriott's nearly 6,000 properties in 120 countries. Address and serve guests in a professional yet personable manner, processing and completing transactions accurately and efficiently, while also taking the time to offer Marriott Rewards memberships and other promotions. Invited to supervise peers on the reservations floor based on strong results.

- ▶ **Promoted to the Platinum Premiere Desk to support Marriott's top 3% of travelers**—those in the highest tier of the rewards program staying 75 nights or more per year—with customers expecting an elite level of concierge-style service.
- ▶ **Liaise between guests and Marriott's national and international properties**, facilitating requests, communicating effectively to onsite staff to ensure customers' needs are met, and meeting all performance targets without fail.
- ▶ **Achieve high audit scores on all quality evaluations—90%-100%—and rank within the 90th percentile for performance** on a consistent basis, demonstrating strengths in assessing customers' needs and managing processes effectively.
- ▶ **Leverage technology daily to efficiently process requests and transactions**, acquiring a keen interest in back-end design, creation of robust user interfaces (UIs), and how such efforts can dramatically impact user experience (UX).

Foundational experience as a Front Office Associate with the Holiday Inn, gaining a tremendous depth and breadth of exposure to the hospitality and operations management while working in the 2nd largest location in the Cleveland metro area. 2008-2011

EDUCATION & DEVELOPMENT

We Can Code IT, Cleveland, OH
Software Engineering Certification, 2017

Southwestern University, Cebu, Philippines
Three Years of Undergraduate Coursework, 2004-2007