Summary

Resourceful Supervisor trained in resolution of critical issues within time-sensitive environment with successful track record of building and maintaining talented teams. Highly organized, energetic and versatile leader committed to continuous improvements. Proven history of motivating staff to work together to achieve targets.

Skills

Experience

Night Auditor | 06/2024 - 02/2025

Spark by Hilton - Little Rock, AR

Conducted nightly audits of cashiering staff to verify shift paperwork accuracy.

Assisted with the preparation of daily bank deposits for all departments within the hotel.

Greeted arriving guests and checked them in to their rooms.

Submitted reports to management after verifying sales data.

Cleaned and maintained lobby and common areas by restocking supplies and watering plants.

Set up continental breakfast items and coffee supplies consistently.

Resolved customer issues quickly while maintaining a high level of professionalism.

Completed nightly updates to hotel rates and individual room charges.

Kept records of room availability and guest accounts, manually or using computers.

Computed bills, collected payments and made change for guests.

Verified customer credit to establish payment method for accommodations.

Coded invoices to maintain organized and accurate records.

Executed end-of-day computer operations and finalized reports.

QFS Supervisor | 03/2020 - 05/2023

Saracen Casino Resort - Pine Bluff, AR

Monitored employee productivity to provide constructive feedback and coaching.

Complied with company policies, objectives, and communication goals.

Coordinated employee schedules according to shift changes and availability.

Resolved customer complaints, and adjusted policies to meet changing needs.

Maintained operating schedules to provide effective coverage for key areas, and achieve objectives.

Evaluated the needs of departments and delegated tasks to optimize overall production.

Assessed company operations for compliance with safety standards.

I interviewed applicants, recommended individuals for hiring, and evaluated staff performance.

Provided ongoing training to address staff needs.

Addressed questions related to item details, costs and inventory levels.

Evaluated processes and employee strengths to realign workflows with changing business demands.

Supervisor | 08/2013 - 03/2020

Burger King - Pine Bluff, AR

Reviewed completed work to verify consistency, quality, and conformance.

Responded to customer questions regarding products, prices, and availability.

Maintained operating schedules to provide effective coverage for key areas, and achieve objectives.

Evaluated the needs of departments and delegated tasks to optimize overall production.

Identified areas for improvement, narrowing focus for decision-makers in making necessary changes.

Driver | 06/2011 - 07/2013

Area Agency on Aging - SEAT - Pine Bluff, AR

Picked up clients from specific locations to transport and drop off at destinations.

Transported riders to designated stops according to pre-determined schedules.

Inspected the vehicle before and after every trip to assess performance and maintenance requirements.

Interacted with customers pleasantly to meet their needs and drive satisfaction.

Demonstrated professional conduct with clients to deliver outstanding customer service.

Education and Training

University of Arkansas at Little Rock - Little Rock, AR | Bachelor of Science  
Computer Science, Expected 2026  
  
Southeast Arkansas College - Pine Bluff, AR | Associate of Science  
Computer Science, 2023

Computer Information Systems , 12/2023

University of Arkansas Little Rock - Little Rock, AR | Bachelor of Science

Computer And Information Systems