

THOMAS FITZGERALD

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[ThomasFitzgerald61 \(Thomas Fitzgerald\) \(github.com\)](https://github.com/ThomasFitzgerald61)

Knowledge

Full-stack Software Engineer • JavaScript • Node.js • SQL • Express.js • React • TDD • etc

- **Understanding the Full-stack.** I have mastered the tools that front-end developers use every day, from HTML to React, plus server-side back-end JavaScript libraries with Express.js.
- **Git Version Control.** I have used Git Version control to keep track of my projects and development life cycle and used it to collaborate with other people.
- **Front End Development.** I have honed my skills with HTML and CSS and moved to implementing landing pages and other complex web pages using ReactJS and React-Native library's.
- **Communication skills for managing teams and training staff members for complex jobs.** Leading a team with exceptional service and communication skills then teaching and motivating the team members to perform these jobs with the customer in mind.
- **High pressure work environments.** Working at Crown resorts has taught me to manage my time well when dealing with some of the busiest work environments in Australia, completing weekly work place Audits in a timely manner to publishing monthly rosters for over 100 staff members all while managing a 24/7 venue.

"I can confirm that Mr. Fitzgerald has been nothing but efficient, Professional, hardworking and polite in all areas of his job."

– Robert S. Newman, British Hills

AREAS OF EXPERTISE

- | | | |
|--------------|--------------|------------------------|
| ▪ HTML | ▪ Node.js | ▪ React & React Native |
| ▪ CSS | ▪ SQL | ▪ Git |
| ▪ Javascript | ▪ Express.js | ▪ TDD |

PROFESSIONAL EXPERIENCE

Hilton Melbourne, 18 little queen street Melbourne

2021 - ...

Brand new hotel situated in the heart of Melbourne.

Guest Services Agent / Concierge Team Member / Night Auditor

Started work with the pre-opening team, which opened the hotel in early 2021. My job role included, leading the way with my knowledge for hospitality and customer service I was responsible for mentoring and coaching the team of Front Office Agents. During shifts we manage, ensuring check-in, check-out and related services are provided to guests with exceptional service. Reporting to the Front Office Manager, we handle tasks and guest request on a daily basis, with the customer in mind. Night team handles auditing and reporting all information to other departments, while maintaining customer service standards on the overnight shifts.

British Hills, Tenei, Fukushima, Japan

2019 – 2020

British Hills is a destination for guests to experience British culture without leaving Japan.

Hotel Operations

I was brought into the company to work as an English concierge staff member where guests will be greeted by myself first when arriving at the hotel. I respond to guest requests for special arrangements or services this might be help with luggage or dinner reservations request.

Crown Resorts, Melbourne, Victoria

2012 – 2018

5-star Hotel and entertainment complex.

Food & Beverage Supervisor

Crown Casino Melbourne I was responsible for directing the overall operations and staff members in my area. I help develop, implement and manage operational goals and monitor achievements of performance and profit-based objectives.

Enthusiastically supports, actively promote, and demonstrates superior customer service. Ensures customer service standards are followed by all team members and address issues as they arise. Responsible for the overall achievement of department customer service goals, all while maintaining a 24/7 5-star establishment at Crown Melbourne

Seanchai Irish Tavern, Warrnambool, Victoria

2010 – 2012

Local pub

Bartender / Waiter

Capricorn Records, Warrnambool, Victoria

2007 – 2012

Music retail store

Sales Assistant / Customer Service

EDUCATION

Certificate IV in Frontline Management

- Communication for Effective Leadership.
- Establishing a Customer Excellence Framework.
- Time Management; Increase your Productivity.
- Lead Effective Workplace Relationships.
- Leading and Developing your Team.
- Implementing an Operational Plan.
- Promote Innovation and Continuous Improvement.

Completed Highschool

Caulfield Grammar Boarding school Melbourne 2009-2010

Emmanuel Collage Warrnambool 2005-2008
