

ALEXANDER DELGADO

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Technologically driven professional that strives to challenge myself with new up and coming technologies. Currently attending the UCF Coding Bootcamp for Full Stack Development. Punctuality, flexibility, and adaptability power my professional growth. I am driven to excel and abide by Gandhi's memorable quote "Be the Change You Wish to See in the World". Please visit my Repository to see my latest projects: <https://github.com/alexjoeldelgado>

WORK HISTORY

Front Desk Supervisor / Trainer

10/2017 to

Current

Hard Rock Hotel at Universal Orlando

- Leading Team Member in Name Mentions and Loyalty Program Sign-Ups
- Named Rock Star of the Month for May 2018
- Certified One-on-One Star Trainer and have trained 6 Agents
- Implemented and executed Safety Protocols, such as Fire and Natural Disaster Emergencies
- Carried out new operations, policies, and procedures

Lead Front Desk Agent / Trainer / Night Manager

06/2015 to 10/2017

Castle Hotel - Kessler Collection – Orlando, FL

- Integral part of team that raised the TripAdvisor score of 145 to 105
- Trained staff on Conflict Resolution, Compensation, and Risk/Safety Management
- Acted as Manager on Duty and supervised 6 other staff members

Guest Service Coordinator

07/2009 to 10/2014

Universal Orlando – Orlando, FL

- Handled Guest Satisfaction and rewarded fellow team members for their due diligence
- Documented Customer's concerns and input them into a database
- Resolved service and pricing problems for customers by asking clear and specific questions
- Provided an elevated customer experience to generate a loyal clientele

SKILLS/AWARDS

- Certified Trainer of OPERA, KHMS, Loyalty Programs, and Microsoft Office
- Employee of the 2nd Quarter of 2016 with Castle Hotel
- HTML, CSS, JS, AJAX, NodeJS
- Attending UCF Coding Bootcamp
- Fluent in Spanish, French, and Portuguese
- Reservations and POS System experience

EDUCATION

Bachelor of Science: Hospitality Management

Current

University of Central Florida - Orlando, FL

- Coursework in Accounting, Finance and Business Management
- Additional Coursework in French, Italian, and Portuguese