

Senior Recruitment Consultant, *Frank Recruitment Group* – Philadelphia, PA October 2016 - Present

- Manage both client and candidate relationships simultaneously
- Responsible for business development and data collection on potential leads and trends in a niche IT recruitment environment; this includes cold calling, email marketing, social networking, web advertising, and market research
- Practice continual process improvement of business development methods to adapt to circumstances and consistently reach key performance indicators and billing goals
- Manage the negotiation of fees when establishing terms of business with new clients
- Identify and qualify high-end candidates for niche IT positions and navigate them through the interview, offer and resignation process
- Negotiate full compensation package with client and manage candidate expectations while consistently over-delivering

Key Accomplishments:

- Invoiced \$212,000 FY 2017
- Invoiced \$227,000 YTD 2018
- Team of the Year, USA
- Team MVP, for consistent performance and leadership
- Brought a client onboard that has contributed over \$700,000 to the team's budget over the last 18 months
- Nominated to a select group of Ambassadors who mentor trainees

Sales and Catering Coordinator, *The Rittenhouse Hotel* – Philadelphia, PA July 2016 - October 2016

- Negotiated pricing for business meetings; greeted and followed up with clients to ensure overall satisfaction with service and product
- Received incoming sales leads and routed them to the appropriate manager while giving a warm and genuine first impression of the hotel
- Generated daily, weekly and monthly reports to increase cross-departmental organization and productivity
- Provided administrative support for entire sales and catering office

Lead Guest Service Agent, *The Rittenhouse Hotel* – Philadelphia, PA August 2015 - July 2016

- Assisted high-profile clientele with arrival and departure, reviewed and processed payments discreetly, and fulfilled guest requests efficiently
- Strategically used client data from Property Management System to provide the extra touch that will enhance guest experience
- Communicated requests effectively to all other departments in the hotel

Custodial Associate Manager, *Aramark* – Winchester, VA August 2014 - July 2015

- Responsible for cleanliness of extensive healthcare campus, including 420 patient rooms and 9 surrounding facilities
 - Forecasted required work hours in numerous facilities using metrics and hands on research
 - Maintained chemical and dry-supply inventory by making weekly stock orders within budget
 - Created bi-monthly employee schedule
-

University of Delaware

Graduated May 2014

Bachelor of Science, Alfred Lerner College of Business and Economics

Hotel, Restaurant & Institutional Management

Coursework included: Managerial Accounting, Information Systems Management, Micro & Macro Economics and Finance. Achieved Dean's List Honors for the final four semesters of enrollment.

Technical Skills

Microsoft Office Suite, Sales Force