

Samuel Belen

Motivated Web Developer and IT Support Specialist

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Self-taught Web Developer and IT Support Specialist seeking opportunity to grow in the exciting industry of web development and IT. Throughout my professional career, I have consistently proven my ability to successfully meet and exceed the objectives of my position and company. Utilizing my problem solving and analytical skills, I am able to effectively assess situations, provide solutions, and execute efficient strategies. In addition, my ability to listen and connect with people on an individual level has allowed me to achieve abundant success in management, sales, and customer service.

Authorized to work in the US for any employer

Work Experience

Unit Manager

Lucky Strike Social - Honolulu, HI

December 2018 to May 2020

- Oversee and manage front of house operations for Lucky Strike at Ala Moana Center with net sales between \$120,000 to \$180,000 per week.
- Train, support, and lead over 50 service staff members to ensure efficient operation of 2 bars, a restaurant, a game floor, a bowling alley, and 3 lounges; direct hiring process.
- Analyze previous year sales, current party contracts, and estimated guest attendance to effectively schedule staff and maintain world class standard of guest service.
- Reconcile sales, comps, labor, and inventory to calculate daily/weekly operating reports in order to budget and successfully achieve projections.
- Develop and execute strategies to increase exposure, sales, and guest retention via events and promotions.
- Ensure food, liquor, and physical safety compliance is maintained.
- Troubleshoot POS errors with our MICROS and Embed systems.

Assistant Manager

Sodexo - Honolulu, HI

August 2014 to December 2018

- Oversee and manage food/beverage operations for events with up to 5000 patrons at the Neil Blaisdell Center and Waikiki Shell.
- Manage up to 100 kitchen and service staff members to ensure efficient operation of 9 food/beverage stands and 10 beer stands.
- Assess ticket sales and estimated turnout of each event to order and organize inventory to successfully meet 100% of projected sales; purchase product and create culinary reports that satisfy event and client-specific needs.
- Reconcile sales/inventory to calculate weekly operating reports in order to achieve performance goals and reduce shrinkage.

- Record and balance around \$50,000 in weekly cash sales; process and record around 50 invoices per week.
- Direct hiring process and conduct new hire orientation and training; assist in scheduling and supervise staff performance to ensure the execution of world class customer service; ensure food/physical safety compliance is maintained.

Service Consultant

First Hawaiian Bank - Honolulu, HI

August 2011 to July 2013

- Efficiently addressed hundreds of client and customer inquiries each week regarding online banking access, deposit accounts, credit cards, loans, mortgages, and branch information while providing exceptional customer service at an average of 2 minutes per customer.
- Marketed and individualized available financial instruments and special offers while assisting with processing of loan/credit applications and updating customer accounts as needed.

Assistant Property Manager

Management Support - San Antonio, TX

August 2009 to May 2011

- Hired as a Leasing Agent, cataloguing over 100 new residents and prospective clients per month; toured new prospects while providing exceptional customer service.
- Promoted to Assistant Property Manager after 8 months maintaining most Leasing Agent duties with additional tasks, including management and inspection of 541 units, balancing and recording payments to over 550 active accounts with 100% accuracy, administering past due notifications, collecting past due accounts, and processing daily deposits.
- Formulated ideas for executing outreach marketing; contributed to lease renewals and resident retention to successfully ensure the achievement of monthly occupancy goals greater than 95%.
- Accurately processed over 100 client applications and around 50 lease contracts per month; supervised staff training and monthly lease goals.

Education

Bachelor's degree in Accounting

University of Hawaii at Manoa - Honolulu, HI

August 2014 to June 2017

Associate's degree

Leeward Community College - Pearl City, HI

August 2011 to June 2014

Skills

- Web development (Less than 1 year)
- CSS (Less than 1 year)
- HTML5 (Less than 1 year)
- JavaScript (Less than 1 year)
- Micros POS (2 years)

- Training & Development (5 years)
- Property Management (2 years)
- Guest Services (10+ years)
- Python (Less than 1 year)
- Java (Less than 1 year)
- Property Leasing (2 years)
- Bootstrap (Less than 1 year)
- React (Less than 1 year)
- Git
- Node.js
- GitHub
- APIs
- WordPress

Awards

Leasing Agent of the Month

March 2010

Top 3 Commission Earners

March 2010

Achieved quarterly (Jan - Mar) commissions in top 3 of company nationwide.

Highest Increase in Email Database

July 2019

Established program that increased customer Email database by over 70% for Lucky Strike nationwide.

Certifications and Licenses

ServSafe

Bartender License

Google IT Support Specialist