

Grant Pardington

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Portfolio: <https://gpardington.github.io/Responsive-Portfolio/>

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Objective

Reservations Supervisor with 6 years of experience within the tourism & hospitality industry. Currently attending The University of Denver studying Full Stack Web Development to advance my career path within the travel industry. Possesses excellent interpersonal and leadership skills, as well as, impeccable written and verbal communication skills.

Employment

Vail Resorts – Remote Reservations Supervisor - Denver, CO *September 2015 - Current*

- Supervise a team of up to 20 Vacation Coordinators for Vail & Beaver Creek ski resorts
- First line of contact for property managers and different departments throughout the company
- Handle escalated guest issues
- Train and assist Vacation Coordinators with several reservation systems
- Coach and critique Vacation Coordinator sales calls
- Run quality control reports for all reservations
- Contribute to several extensive projects to improve the quality and amount of necessary information available to our Vacation Coordinators

Vail Resorts – Vacation Coordinator - Keystone, CO *September 2014 – September 2015*

- Vacation Coordinator for Breckenridge, Vail, Beaver Creek, and Heavenly Ski Resorts
- Assisted guests with entire ski vacation reservations including: Lodging, lift tickets, ski rentals, ski lessons and ground transportation
- Among the top 3 high performers every month and sold a total of \$1,494,700 in revenue between all ski resorts

Education

University of Denver - Denver, CO *Graduated: December, 2020*

- Certificate - Full Stack Web Development

Colorado State University - Fort Collins, CO *Graduated: September, 2014*

- Bachelor of Science - Natural Resource Recreation & Tourism

Technical Skills

- Coding Languages/Libraries: HTML, CSS3, JavaScript, and jQuery
- CSS Frameworks: Bootstrap
- Actively learning Git, Node.JS, and ReactJS
- Proficient in multiple computer programs including Visual Studio Code, Microsoft Office, call center applications, and numerous reservation systems