

# JOSHUA MILLER

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## EDUCATION

### DEVMOUNTAIN 2021

Web Development  
Computer Science

### BYU HAWAII 2016

B.S. Business Management  
Minor Hospitality Management  
( Outstanding Graduate in  
Human Resources &  
Organizational Behavior )

## SKILLS

HTML  
CSS  
JavaScript  
React  
Node.js  
PostgreSQL  
SASS

## LANGUAGES

English  
Tagalog (Full Professional)

## EXPERIENCE

### Web Developer | DevMountain Student Developers

January 2021 - April 2021

- Build two full stack web applications

### Executive Meeting Manager | Sheraton Salt Lake City

November 2019 - March 2020

- Book group events and rooms
- Build pipeline from scratch to
- Met ramping goal at provation date

### Sales Development Representative | Jolt Inc.

March 2019 - Sept 2019

- Book sales meetings for prospective clients
- Team's goal leader
- Meet and exceed outbound prospecting expectations of over 100+ calls daily
- Maintain a lead pool of over 200+ perspective clients

### Front Office Supervisor | Salt Lake City Marriott City Creek

March 2018 - March 2019

- Managed a staff of 20+ employees
- Prepared weekly schedules based on labor guidelines
- Maintained customer service standards
- Supported all Human Resource activities (hiring, training, discipline, termination)

### Interim Banquet Manager | Waikoloa Beach Marriott Resort & Spa

January 2018 - March 2018

- Liaison between event planners and hotel teams
- Conducted weekly goal sessions
- Managed a staff of 30 employees
- Prepared and processed F&B consumption for events
- Maintained customer service standards and Guest Satisfaction Survey scores

### F&B Assistant Manager (Voyage) | Waikoloa Beach Marriott Resort & Spa

March 2016 - March 2018

- Managed over 70 employees
- Planned group events in all outlets
- Lead all Human Resource activities (hiring, training, discipline, termination)
- Organized annual Employee Satisfaction Survey plans and actions
- Conducted weekly goal sessions
- Managed supplies and inventory
- Micros property champion
- Maintained customer service standards and Guest Satisfaction Survey scores

### Enterprise CarShare Intern | Enterprise Rent-A-Car

November 2015 - February 2016

- Implemented and promoted CarShare program
- Created over 300 CarShare accounts
- Managed all customer accounts
- Ensured weekly maintenance of the vehicles
- Primary reference point for customers

### Human Resource Assistant | Brigham Young University - Hawaii

September 2014 - November 2015

- Initial contact for all on campus non-student hires
- Processed all non-student hires for pre-employment
- Created and maintained organization of all Human Resource files