

# **ARIEL A. MARCHAND**

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## **Objective:**

Looking an entry level Web Developer position. I want to join a team where I can do client-approved mock-ups, such as wireframes, visual design comprehensive layouts.. Bringing a keen eye for details, strong ability to implement mock-ups, and understanding of great user experience design. I'm currently enrolled in Denver University Web Development Coding Bootcamp.

## **Skills and Knowledge**

- 10+ years of customer service experience
- Excellent written and verbal communication skills
- Superior customer service and computer skills
- 10+ years of cash handling experience
- 10+ Phone Answering
- Attention to detail
- Ability to multi-task and manage time effectively
- Works well with individuals from diverse backgrounds
- Consistently demonstrates self-motivation and dependability, while maintaining a friendly, professional, positive and enthusiastic attitude.
- Extensive knowledge of Microsoft Office, Property Management FOSSE, FOCUS and other property management programs, Adobe Photoshop, Macromedia Dreamweaver and Fireworks

## **Work History**

### **Village at Steamboat by Wyndham**

Housekeeping Dispatcher (November 2017-July 2019)

- Direct liaison between front desk, maintenance and housekeeping staff
- Respond to all incoming staff and guest requests, directing each request appropriately
- Record, delegate and monitor housekeeping productivity for timely completion
- Frequently communicates with front desk on updated readiness status of units to front desk and management

Housekeeping Inspector (October 2016-December 2017)

- Daily unit inspections, assisting housekeepers with cleaning rooms as needed
- Maintains communication with rooms control and performs other duties as needed

PBX Operator (March 2016-October 2016)

- Handle all resort incoming/outgoing calls in an attentive, courteous and efficient manner
- Be able to provide accurate directions to the hotel, and provide information about the hotel and the surrounding area
- Record and relay all guest requests and verify completion
- Process wake up calls per the guest's request

Guest Services Agent (August 2015- March 2016)

- Answers all phone calls, greet arriving guests, assign rooms, issue keys and ascertain guest payment and billing information
- Answer guest requests and find ways within available means to fulfill guest requests
- Deals with challenging guests and find ways to resolve all issues to the guest's satisfaction

**Steamboat Ski and Resort Corp.,** Steamboat Springs, CO

Ticket Office Call Center/Guest Relations Cashier, (Winter Season 2016-2017)

**VIA International**, Steamboat Springs, CO  
Materials Coordinator (May 2015-June 2015)  
Administrative Assistant/Office Administrator (December 2014-May 2015)

**Fairfield Inn and Suites by Marriott**, Steamboat Springs, CO

Front Desk Manager/Acting Assistant General Manager (August 2013-December 2014)

- Oversee a diverse front desk staff to ensure optimal guest experience and smooth front desk operation
- Attend to guest needs at the front desk
- Extensive knowledge of property layout to guide guests and answer questions
- Follow up with guest regarding satisfaction with guest-related issues

Front Desk Supervisor (April 2013-August 2013)

- Process all guest check-ins by confirming reservations, assigning room, issuing and activating room key
- Process all payment types such as room charges, cash, checks, debit, or credit
- Anticipate sold-out situations and obtain satisfactory alternative accommodations when the property cannot accommodate guests with reservations
- Block rooms in the computer and identify designated requirements and requests, contact appropriate individual or department
- Coordinate with housekeeping to track readiness of rooms for check-in
- Count bank at the beginning and end of shift
- Anticipate and address guests' service needs

**Legacy Vacation Club**, Steamboat Springs, CO

Front Desk Agent (April 2010- January 2012)

**Fairfield Inn by Marriott**, Steamboat Springs, CO

Night Auditor (August 2007 - April 2010)

- Assist guests with late check-ins and after audit was run check-ins
- Ran the night audit reports
- Assisted with any after hour guest requests
- Filed paperwork accordingly
- Set up breakfast in the morning
- Process cash, credit and debit cards, make change and process gift certificates/gift cards
- Monitor late night hotel activity: walking halls, responding to noise complaints, checking entry doors to ensure guest security

**Active Synergy LLC**, Aurora, C

Lead Executive Accountant, (August 2012-November 2012)

**Walmart**, Steamboat Springs, CO

Sales Associate, (February 2012-August 2012)

**Resortquest**, Steamboat Springs, CO

Night Auditor (Winter season 2008-2009)

**Staples**, Steamboat Springs, CO

Copy Center Associate (September 2007 - June 2009)

**Young Tracks**, Steamboat Springs, CO

Supervisor, Lead Teacher (March 2001-September 2007)

**Education**

**Associate in Arts**: Emphasis in Early Childhood Education, Colorado Mountain College, Steamboat Springs, CO  
(2001-2004)