

Lainey Creighton

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EDUCATION

UC Berkeley Ext.

Full Stack Coding Certification

Remote

September 2023

- Intensive program covering modern web development technologies, including front-end and back-end development, database management, and deployment strategies.

SKILLS

Programming Languages: JavaScript

Browser Based: HTML, CSS, jQuery, Responsive Design, Bootstrap, PWAs, Local Storage, Session Storage, IndexedDB, React.js

Databases: MySQL, Sequelize, NoSQL, MongoDB

Server Side Development: User Authentication, Template Engines, MERN Stack (MongoDB, Express.js, React.js, Node.js)

API Design: Client-Server Model, API, Rest, JSON, AJAX(Fetch API), HTTP request methods, GraphQL

Deployment and Delivery: Heroku, Git, GitHub Pages, Shell Scripting, Continuous Integration

Testing: API Testing, Test-Driven Development (TDD), Postman

Computer Science: Algorithms, Performance, Time Complexity, Big O Notation, Data Structures

Other: Agile/Scrum Methodology, ORM, OOP, MVC

WORK EXPERIENCE

Director of Event Technology

Encore Global

California/Washington

01/2022 - Current

- Provided critical support to the Greater Seattle Area by assisting with training operational and sales management, inventory management, scheduling, and gear sourcing, ensuring operational efficiency and meeting client demands.
- Transformed customer satisfaction ratings at the Westin Seattle within a three-month period, elevating scores from all 1-3 out of 10 to consistent 9-10 out of 10, achieving perfect customer satisfaction ratings.
- Achieved a 60% increase in revenue within the first year at Four Seasons Napa Valley, surpassing the projected revenue of \$500,000 and resulting in the creation of four additional positions for the property.

Combat Engineer

US Army National Guard

United States

10/2018 - 10/2022

- Successfully completed specialized demolitions training, ensuring expertise in explosives handling and demolitions for domestic operations, contributing to the safe and effective execution of engineering missions in training exercises.
- Assisted local health departments nationwide in their COVID-19 response efforts by deploying as a combat engineer, conducting facility assessments for temporary medical facilities, ensuring infrastructure readiness and contributing to the expansion of critical healthcare capacity during the pandemic.

Revenue Manager

Palisades Tahoe Resort

Tahoe City, California

10/2021 - 01/2022

- Spearheaded revenue optimization efforts, resulting in exceeding predicted revenue targets and driving increased profitability during the shoulder and winter season.
- Played a key role in implementing a comprehensive training structure for revenue management, empowering the team to effectively set room rates, leading to enhanced revenue generation and improved overall performance during the busy ski season.

Retail & Attractions Supervisor

Great Wolf Lodge Resort

Concord, NC

06/2015 - 06/2019

- Introduced streamlined training programs resulting in a 40% reduction in onboarding time and enhancing employee proficiency, while also implementing advanced inventory control systems that minimized stockouts and overstock, leading to a 15% reduction in inventory holding costs. Additionally, developed efficient operational procedures, optimizing workflow and resource allocation, contributing to a 20% increase in overall departmental productivity and cost-effectiveness.
- Led a team of 20+ retail and attraction associates, optimizing workforce scheduling and training programs, resulting in a 30% reduction in staff turnover and significantly improving guest satisfaction scores by 25 points during a 12-month period.