

# Lainey Creighton

[Portfolio](#) | [LinkedIn](#) | [GitHub](#) | (704) 962-9759 | [dev.lainey@gmail.com](mailto:dev.lainey@gmail.com)

## EDUCATION

### UC Berkeley

*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

**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.