**OLIVER LOPEZ**

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# PROFESSIONAL SUMMARY

* Highly motivated to go above and beyond to make a career as a full stack developer
* Ability to develop leadership qualities in others while maintaining a positive, motivational work environment
* Bilingual English/Spanish with highly-effective communication skills

# WORK EXPERIENCE

**Banquet Server/Butler/Captain**

**12/2001 – 06/2019**

**Gaylord Palms Resort**

* Supervise a team of 10 or more employees, draw buffet diagrams and assign STARS
* Ensure complete setup and servicing of banquet rooms or reception areas for groups of 10 - 1000+ people
* Communicate service needs to chefs and stewards throughout functions
* Handle situation with guests to ensure satisfaction, responding to questions/concerns in a timely manner.
* Total charges for group functions, prepare and present checks to group contacts for payment
* Deliver appropriate amounts of food and beverage, keep accurate accounts of product consumption
* Create effective product displays, increasing brand awareness and maximizing sales
* Upsell food and beverage to clients and meeting planners to boost revenue and exceed sales goals
* Train new STAR employees on job duties ensuring they are aware of all service standards  Support team to reach common goals while treating co-workers with dignity and respect  Monitor cleanliness and proper sanitization of tables, stations and service areas.

**SALES PROJECT MANAGER**

# 06/2019 – 4/2022

**ANC Roofing**

* Conducted door-to-door and assists homeowners with insurance claim process from initial to project completion.
* Research, design and manage multiple territories to promote business strategies, maintain standards and execute with speed and accuracy, include company brand culture, and general referrals.
* Creatively implement home improvement events including home shows, extensively travel across state to identify and create partnerships with contractors, property managers, and real estate agents.
* Serves as brand voice and point of contact for customers, insurance desk adjuster.
* Maintains general public awareness on social media and alerts team of current new challenges and opportunities.

**Inbound Vacations Sales agent**

**4/2022-7/2022**

**Holiday Inn Club Vacations**

The Inbound Call Transfer Sales Agent is a destination expert who will motivate Intercontinental Hotels Group (IHG) guests to purchase reward benefit packages with Holiday Inn Club Vacations. This position receives highly qualified inbound leads of IHG guests interested in purchasing Holiday Inn Club Vacations packages

* Sell vacation packages over the phone to qualifying guests.
* Assist guests with questions about the vacation properties, packages, and procedures.
* Determine eligibility of IHG guests per qualification standards.
* Participate in ongoing professional sales training.

# ACCOMPLISHMENTS

* Started as part-time server in 2001 then promoted to full-time
* Assigned to take care of meeting planner offices servicing staff members and clients in 2006
* Selected to serve as Fill-in (Scrub) Banquet Captain in 2012
* Part of banquet team that grossed $45.6 million in revenue in 2012 and $42.5 million in 2013
* Serviced more than 1 million banquet covers (guests) in 2012 and 2013
* Consistently recognized for exceptional service through thank you cards from customers, clients, and hotel guests

# EDUCATION

**Bachelor of Arts – Psychology,** University of Central Florida, Orlando, FL **12/2006**

Relevant Course Work – Social Psychology, Personality Theories, Train the Trainer and Leading a Respectful Workplace

## **FULL STACK ENGINEER**

* JavaScript
* Cascading Style Sheets (CSS)
* PHP
* jQuery
* Node.js
* HTML5
* MySQL
* React.js
* Git
* Web Development