

# BO BARTOLOME

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## ABOUT

Professional with 8+ years of experience committing to the highest standards of customer service in a tourism focused industry. Proven track record of success in providing exceptional service to guests, solving problems, and adapting to change. Expertise in UI/UX design, front-end and back-end coding, and responsive design. Strong communicator and team player, with a passion for creating positive experiences for customers.

## SKILLS

- UI/UX design skills: Experience creating wireframes, prototypes, and testing user interfaces.
- Front-end coding skills: Strong experience in HTML, CSS, JavaScript, jQuery, and front-end libraries and frameworks such as Bootstrap and React.
- Back-end coding skills: Experience in Node.js, Express, and MongoDB. Proficient in building and maintaining RESTful API's.
- Responsive design skills: Experience creating responsive designs for multiple viewports and interactions.
- Design skills: Strong understanding of design principles, typography, color theory, hierarchy and a good knowledge of Adobe Creative Suite.
- Strong time management, interpersonal communication, and creative design skills.

## WORK HISTORY

### Federal Aviation Administration

*Air Traffic Control Trainee*

Oklahoma City, OK

Dec 2021 - Apr 2022

- Promoted the safe, orderly, and expeditious flow of air traffic in a simulated environment
- Memorized and implemented all Standard Operating Procedures and Letters of Agreements in accordance with the Federal Aviation Administration
- Interpreted flight plans and adjusted priorities as needed

### Marriott International

*Guest Service Representative*

Kahului, HI

Dec 2018 - Mar 2021

- Exercised impeccable customer service to current and future guests
- Demonstrated exceptional organizational skills by efficiently coordinating guest check-ins and check-outs, resulting in a smooth and seamless customer experience.
- Secured payment while verifying and adjusting financial transactions
- Utilized data analysis skills to run daily reports and identify discrepancies within the property management system, resulting in improved efficiency and revenue.

### Marriott Vacations Worldwide

*Loss Prevention Officer/Dispatcher*

Lahaina, HI

Jan 2014 - Dec 2018

- Specialized in dispatching officers and associates to assignments
- Proactively looked for and solved issues relating to accidents, injuries, and unsafe work conditions
- Developed, implemented, and monitored corrective measures
- Protected company assets and maintained confidentiality of proprietary information
- Documented and filed incident reports
- Demonstrated leadership and problem-solving abilities by serving as a Manager on Duty, effectively managing a team and addressing any issues that arose.

## EDUCATION

### University of Hawaii at Manoa

*Completed 4 years with courses Communications and Business*

Honolulu, HI

Aug 2007 - Dec 2012

### Kamehameha Schools Maui Campus

*High School Diploma*

Makawao, HI

Aug 2004 - May 2007