

PAUL SHERTZINGER

PROJECT & PEOPLE MANAGEMENT PROFESSIONAL

PERSONAL PROFILE

Heavily experienced customer service manager with a broad tech and systems knowledge base. Skilled in people and project management and able to work well under pressure. Able to move fast, utilize multiple resources, and lead a team effectively. Solutions driven and looking to transition into the tech field and incorporate web development and coding into my career post education.

EDUCATION

Web Development & Coding Certification
Vanderbilt University- May 2022

Hospitality Management B.A.
Dedman School of Hospitality
The Florida State University- May 2015

CONTACT DETAILS

Cell: (813) 205-1136
Pshertzi@Gmail.com

SYSTEMS KNOWLEDGE

- Multiple Property Management Systems (Marriott Luxury Based)
- Multiple Payroll Systems (ATLAS, Agilysys)
- Multiple POS Systems (MICROS)
- Salesforce
- Google Suite
- ZenDesk
- Slack
- GitHub
- HTML
- CSS

CAREER SUMMARY

FOOD AND BEVERAGE MANAGER

JW Marriott Tampa Water Street | June 2021- Dec 2021

- Managed Food and beverage operations for hotel's most popular outlet through multiple concerts, sporting events, and private parties for high profile guests.
- Expert in MICROS, OpenTable, Seven Rooms, and Accubar
- Completed Labor Review, Inventory, and scheduling for entire outlet (all shifts)
- Reviewed candidates, held interviews, and completed onboarding for multiple new staff members
- Collaborated on up sell program with Head Chef to increase revenue within outlet
- Created multiple LSOPs for department based off of prior resort experience

FOOD AND BEVERAGE MANAGER

Sheraton Maui Resort & Spa | November 2019- May 2021

- Managed Food and beverage operations throughout multiple outlets in the hotel including, breakfast buffet, bars, in room dining, and sit-down restaurant
- Expert in MICROS, Agilysys, Sertifi, and Lightspeed
- Scheduled and implemented procedures for outlet projects such as "Dinner Under the Stars", holiday programming, and group events
- Managed Front Office, F&B, and was acting MOD of hotel during COVID operations
- Opened and managed new lobby bar post renovation
- Ordered items for daily operation and kept constant inventory for property

GUEST SERVICES MANAGER

Sheraton Maui Resort & Spa | July 2018- November 2019

- Managed front office operations throughout the hotel, including front desk, call center, and valet/bell desk.
- Became expert in Lightspeed and GXP- was department trainer for PBX
- Performed operational duties including preparation of daily reports, reconciliation of daily cash logs and night audit reports, and preparation of employee schedules.
- Resolved guest issues and complaints effectively while maintaining excellent customer service
- Mentored, trained, motivated and discipline team associates.
- Promptly and professionally responded to all hotel guest emergencies, including medical emergencies, domestic disputes, and beach drownings.
- Effectively operated and managed the hotel front office operations under adverse conditions, including extended labor disputes, hurricanes and fires.
- Assisted various departments throughout the property as needed and complete projects as assigned by the general manager.

PAUL SHERTZINGER

PROJECT & PEOPLE MANAGEMENT PROFESSIONAL

CAREER SUMMARY CONT.

FOOD AND BEVERAGE LEAD

Marriott Village Orlando I March 2017- July 2018

-Lead various food and beverage outlets throughout the hotel, Including The Bistro, The Market Place, and Banquets

-Assisted in multiple morning and evening positions throughout Food and Beverage outlets, consisting of Bartender, Servicer, Cook, Banquet attendant and Dishwasher.

-Performed various leadership tasks, Including Schedule making, Employee Payroll, Labor management, and Employee training programs.

-Ordered items essential for daily operations, including Food, Alcoholic and non-Alcoholic beverages, cleaning products and Specialty items for Banquets.

VOYAGER PROGRAM

Marriott Village Orlando I March 2016 - March 2017

-Became proficient in Marriott PMS

--Managed multiple positions including but not limited to; Front desk, Housekeeping, and Food and Beverage

-Participated in leadership building exercises, including Supervisor development and Employee engagement activities.

-Assisted executive team in overall hotel operations and weekly goals.

-Trained in various operating systems, including PMS, Micros, and Atlas.

MANAGER TRAINING INTERNSHIP (MIT)

Residence Inn Nashville Airport I July 2015- February 2016

-Became proficient in FOSSE

Participated in various hotel management training activities with the hotel general manger, including Supervisor Spirit programs and Basic Standard Audits

-Assisted guest with all requests as the front desk attendant

-Oversaw multiple employees during the Gate house food prep for the daily breakfast

-Managed and directed the Housekeeping aide department in all activities, including sanitizing rooms and ensuring BSA standards are met

-Engaged with the General Manager and other supervisors during key decisions to gain insight into the process and ideas behind management responsibilities