Quentin G. Wright

Full-stack Web Developer

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EXPERIENCE

W Atlanta Buckhead, Atlanta, GA —Concierge

September 2017 - PRESENT

- Maintained an internal log of all guests requests and interactions.
- Served as primary contact for guest new to the area providing them with information on the best the city has to offer from shopping, restaurants, tourist attractions, major events, and more.
- Utilized an internal database known as LightSpeed to extract data as it relates to the overall operation of the hotel. The system covers housekeeping, guest arrivals/departures, general guest information, methods of payment, etc.
- Accurately logged information for future request ensuring services gets executed by the exact time requested.

Springhill Suites by Marriott, Atlanta, GA —Front Desk Associate

September 2006 - September 2017

- Utilized an internal system known as FOSSE to extract overall operational data including guest information.
- Maintained a fun friendly supportive working environment.
- Performed a daily audit of room inventory and monetary transactions.

Atlanta Business Chronicle, Atlanta, GA —*Circulation Assistant/Audience Development*

September 2001 - October 2015

- Maintained a subscriber database ensuring the accuracy of general information such as delivery addresses and payments, utilizing various internal software
- Assisted subscribers with navigating successfully through the company's website and mobile apps extracting bits of information as it pertained to their particular field or industry.
- Provided excellent customer service to a weekly readership of 166,000 readers.

EDUCATION

North Carolina A&T State University, Greensboro, NC — *Bachelors of Science in the field of Construction Management*

August 1991 - May 1996

SKILLS

Strong work ethic: clear dedication to product and personal work quality.

Strong customer service skills.

Maintain a positive outlook, a "can-do" attitude and foster a creative culture while remaining open to changes and suggestions from multiple teams and people.

Ability to work in a highly collaborative and openly communicative environment.

Understanding all platforms including print, mobile, and online.

COURSE WORK

HTML5/ CSS/ Javascript/ Git Hub/ Git Lab/ JQuery/ Firebase/ Node js/ Gifty API