

CAREER PROFILE

Highly motivated, creative, and results driven professional with fifteen (15) years of extensive experience in the hospitality industry. My hospitality experience revolves around food service, payroll, employee training and development, management and public relations. I also possess a strong knowledge of social media tools as well as a vast amount of computer skills, which includes, Microsoft Office, R Programming, and other applications. I also have exemplary writing and communication skills, very detail-oriented, and excellent interpersonal and leadership skills. Currently, I am a DBA candidate at Northcentral University where my thesis is centered on leadership and stress within the hospitality industry.



Reginald Terry

Aspiring business analyst

EDUCATION

Doctorate in Business Administration

2018-2022

Northcentral University

My focus is on transformational leadership and job stress in the hospitality industry. I am looking at how the use of transformational leadership can effect job stress and burnout.

Masters in Tourism and Hospitality Management

2016-2018

Temple University

Concentration in Marketing

Bachelor of Science, Hospitality and Tourism Administration


2012-2015


North Carolina Central University


Associate in Applied Science, Business Administration


2009-2012


Durham Technical Community College

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 @ReginaldTerry19
(<https://twitter.com/@ReginaldTerry19>)

 PDF Version Here
(docs/Reginald_Terry_Resume.pdf)

LANGUAGES

English (Native)

INTERESTS

Cooking



EXPERIENCES

Stock trading/Investments

Travel

Inside Sales Consultant

March 2016 to August 2016

Durham Bulls Baseball Club

Managed customer accounts from several business organizations in the Durham/Raleigh/Chapel Hill area. Collected funds and organized party essentials for each function. - Sold Season Ticket Plans (Half and Full) to long time clients. - Sold Mini Plans and regular game day tickets to walk-up customers and other interests. - Conducted cold calls for renewals and new customers that achieved a 40% renewal and first-time purchase. - Assisted in customer service of the ballpark by monitoring and maintaining customer satisfaction.

Catering Manager

October 2015 to March 2016

North Carolina Central University Dining Services

Assisted with implementing and organizing several different catering events around the campus. - Respond to various customer inquiries. Design and prepare placement settings for events. - Prepare catering order forms to clients requirements and interests. - Coordinate and manage catering operations.

Marketing Intern

May 2013 to August 2013

Durham Convention Center

Assisted marketing/sales department with advertising and promotions. -Build Social Media presentations. Collected and analyze data to help identify customer base. - Assisted with daily procedures in the convention center. - Worked on proposals and contract writing for clients. - Answered cold calls and responded to customer emails.



CERTIFICATIONS

Data Wrangling in R Programming

September 2021

AI in Business Essential Training

September 2021

Business Intelligence for Consultants

September 2021

Learning R Programming

September 2021

Certified Hospitality Graduate

December 2015

Cvent Supplier Network

June 2015

HONORS/AWARDS

American Lodging Investment Summit Scholarship

September 2014

received \$1500 scholarship from the American Hotel and Lodging Educational Foundation

National Society of Minorities in Hospitality

August 2012

Member of the NSMH chapter at North Carolina Central University

RELEVANT DOCUMENTS

Shake Shack Powerpoint (docs/Shake_Shack_powerpoint.pdf) - Service Quality Audit for Shake Shack in Philadelphia Pa.

Fox STHM Consulting Tem Presentation (docs/Fox_STHM_Consulting_Team_Presentation) - Design and consult project for Temple University's Fox School of Business on 20th Anniversary of the School of Sport Tourism and Hospitality Management

Reference Letter - 2015 (docs/Reference_Letter_2015.pdf) - Reference Letter from former Mens Achievement Center advisor

SKILLS & PROFICIENCY

Microsoft 365 Suites

Leadership

Public Speaking

Event Planning

Marketing

Hospitality

