

# Robert H. Kellen

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Portfolio: <https://robkellen.github.io/Updated-Portfolio/> | GitHub: <https://github.com/robkellen> |

LinkedIn: <https://www.linkedin.com/in/robert-kellen-90a3951aa/>

## Summary

- Driven Full Stack Web Developer with an unrivaled work ethic and thirst for knowledge.
- Effective producer of quality results in customer service within a team environment, and as a team leader.
- Known among peers for maintaining calm, and using logical approach even when under immediate pressure to tackle challenges for best possible outcome.

## Technical Skills

- HTML
- CSS
- JavaScript
- JQuery

## Relevant Experience

### ***Fairmont Gold Manager - Fairmont Scottsdale Princess*** *(September 2019-June 2020)*

- Collaborated with Sales/Marketing, Front Office, and Revenue teams to review and set daily room rates to ensure adequate positioning against our comp set
- Proficient with using Opera Property Management System

### ***Assistant Director of Housekeeping – Four Seasons Resort Jackson Hole*** *(June 2016-June 2017)*

- Held lead position with design and implementation of HotSOS software system for our specific property in conjunction with resort leadership and HotSOS personnel

### ***Guest Services Assistant Manager – Four Seasons Resort Jackson Hole*** *(January 2014-June 2015)*

- Took on responsibilities of Rooms Division Lead role during the implementation of the Four Seasons Mobile App; developed content, policies, procedures, and directed training for all departments within the division.
- Took on responsibilities of Rooms Division Learning Manager. Determined areas of growth for guest satisfaction through monitoring of survey feedback. Directed training sessions with department heads in the division on how to find critical areas for improvement, and the creation and implementation of action plans for their staff based on guest feedback, and evaluations from third-party quality assurance audit. Directed department heads on the revision of the standards testing database for their respective areas.

## Key Accomplishments:

- Maintained top ranking for Fairmont Gold Guest Satisfaction in the corporation from September 2019 – November 2019; finished #2 for 2019 YTD ranking (Fairmont Scottsdale Princess)
- Awarded Department of the Quarter for Q1 2020 (Fairmont Scottsdale Princess)
- Manager of the Quarter – First Quarter 2017 (Four Seasons Resort Jackson Hole)
- Manager of the Quarter – Second Quarter 2014 (Four Seasons Resort Jackson Hole)

## Additional Experience

### ***Guest Relations Manager - Fairmont Scottsdale Princess*** *(November 2017-September 2019)*

### ***Assistant Director of Housekeeping – Four Seasons Resort Jackson Hole*** *(June 2016-June 2017)*

### ***Housekeeping Assistant Manager - Four Seasons Resort Jackson Hole*** *(June 2015-June 2016)*

### ***Guest Services Assistant Manager – Four Seasons Resort Jackson Hole*** *(January 2014-June 2015)*

### ***Assistant Front Office Manager (Task Force) – Four Seasons Atlanta*** *(April 2014)*

### ***Assistant Front Office Manager – Four Seasons Resort Jackson Hole*** *(October 2012-January 2014)*

### ***Guest Relations Supervisor – Four Seasons Resort Jackson Hole*** *(July 2012-October 2012)*

## Education

University of Illinois, Champaign-Urbana, IL

August 2003 – July 2005