

# RENEROSE DIMATULAC

November 27, 1993 | 4610 N Kasson Ave., Chicago, Illinois 60630  
rsdimatulac@gmail.com | <https://rsdimatulac.github.io> | +1 708 400-0291

## SKILLS

- Proficient: JavaScript, Python, React, Redux, HTML/CSS, PostgreSQL, Sequelize, Git, Express.js, Node.js, Flask, SQL Alchemy
- Familiar: Jinja, Pug, AWS, Bcrypt, JWT, TDD, Unit Testing

## EXPERIENCES

### Blueground Co., Chicago

JANUARY 2020 – JANUARY 2021

#### Operations Associate

Accomplished furnishing and setting up a total of # move-in ready apartment units. Performed furniture assembly, basic maintenance and troubleshooting tasks to ensure positive guest experience. Facilitated check-in/outs, unit inspections, client viewings, and admin/messenger related duties.

**Projects:** Systematized and merged each individual account from ATT, Comcast, and Comed for over 250 Chicago properties. Mainly focused on acquiring account access to single account numbers, linking individual accounts into a group account, updated billing details, setting up autopay, and obtaining login and passwords which resulted to an organized spreadsheet and efficient way for the team to manage Blueground's utilities.

### The Peninsula Chicago Hotel

MAY 2016 – JANUARY 2020

#### Guest Services Supervisor / Guest Services Agent

Led and motivated a team of 18 employees to perform daily operations and provided training to see compliance of all Peninsula's 41 behavioral standards and operating procedures. Responded to requests from different departments, recorded and delegated each task to the respective team member and ensure completion of the task within the given timeframe. Effectively handled guest complaints and ensure resolution to the guest's satisfaction.

**Trainings:** In February 2019, I trained as Bell Desk Agent at The Peninsula Shanghai, China for a 2-week cross-exposure program. From 2016 – 2019, I attended the annual training led by Forbes Travel Guide's world-class trainers to incorporate 5-star quality behavior and practices to elevate guest experience.

**Projects:** I proposed and helped implement an improved VIP guest arrival experience. With the coordination of limousine drivers and Guest Relations Team, we optimized the email/messaging platform to alert the hotel when the VIP guest is due to arrive in 10 minutes. Upon guest arrival, they will be greeted by the team and escorted from the front door to the room. This resulted to a great 5-star quality impression of the hotel and staff and repeat guests.

**Awards:** June 2017, Employee of the Month. October 2019, IHLA Stars of the Industry Nominee.

#### Page

Performed delivery tasks to guest rooms and other areas of the hotel and ensure completion within the given timeframe. Run outside errands (i.e., dog walk, purchase an item) as part of the service to meet the guest needs. Greet guests, anticipate their needs, and offer immediate assistance as they enter or leave the hotel. I appeared on several marketing ads and photoshoots such as the hotel's brochures, website, and social media platform.

## PORTFOLIO PROJECTS

### BRenB

MAY 2021

*BRenB, a pixel perfect clone of Airbnb, is a single page application that allows users to host and rent homes.*

**Technologies:** JavaScript, React, Redux, Express, PostgreSQL, Sequelize, HTML/CSS, Google Maps API

### Veni Vidi Voravi

APRIL 2021

*Veni Vidi Voravi, inspired by Medium, allows users to share and discover experiences from different culinary adventures.*

**Technologies:** JavaScript, Express, PostgreSQL, Sequelize, HTML/CSS, Pug

## EDUCATION

### Full Stack Software Engineer

JANUARY 2021 – JUNE 2021

App Academy, San Francisco CA

### Bachelor of Science in Electronics Engineering

JUNE 2010 – APRIL 2015

Pamantasan ng Lungsod ng Maynila (University of the City of Manila), Philippines

## CERTIFICATIONS

### Licensed Private Pilot

OCTOBER 2020

Department of Transportation, Federal Aviation Administration USA | **License Number:** 4146694

### Licensed Electronics Engineer – BOARD PASSER

OCTOBER 2015

Professional Regulation Commission, Republic of the Philippines | **License Number:** 61762