Sarah H. Landis

Contact Information

E: sarahlandis95@gmail.com
M: 0424 601 256

Current Residence

A: Byron Bay 2481 NSW

EDUCATION

Wake Forest University, North Carolina USA, August 2013 - May 2017
Bachelor of Arts Degree in Communication | Bachelor of Arts Degree in French (Proficient, oral and written)
Coder Academy, Australia, October 2022 - September 2023

RELEVANT EMPLOYMENT EXPERIENCE

Web Developer, *Coder Academy,* Remote, October 2022-September 2023
Coder Academy is a quality private education college offering accelerated-learning bootcamps to help people transform careers at pace.
- Enrolled in the Coder Academy Web Development full stack intensive 10-month bootcamp
- Learning full stack development languages and skills including CSS/Sass + HTML, Python, Flask, SQL, React JS, Node, and MongoDB
- Dedicating 50 hours weekly to coding including course projects, coursework challenges, Leetcode weekly challenges, and general in-depth research into topics and application
- Have successfully built a polished portfolio website, a functional language learning terminal application in Python; will be building a REST API in Python within the Flask framework with more projects soon

Luxury Property Manager, *Your Luxury Escape,* Byron Bay, Summer 2021-Winter 2022
Your Luxury Escape is a specialised accommodation agency based in the heart of Byron Bay.
- Oversaw a carefully curated portfolio of 20 out of 80 luxury properties on a daily basis eventuating to 40 out of 80 properties upon maternity absence of colleague; attended to an average of 8 properties daily on my own
- Fielded reservation enquiries from guests via email and phone; maintained a 6-star level of service throughout all correspondence; contacted guests regarding outstanding balances, often between $30-$50k due
- Liaised with 4 different cleaning teams, numerous maintenance teams, and hundreds of guests to arrange a seamless calendar for each property including accomodating for owners' return
- Ensured properties were spotless upon guest check-in conducting thorough pre-arrival and departure checks for any damage; followed up with guests and management regarding properties left in poor conditions
- Regulated monthly booking platform scans to catch discrepancies in property descriptions, pricing, double-bookings, etc. and collaborated with the booking systems' managers (e.g. bookings.com, airbnb, stayz.com) to rectify any found errors

Manager + Executive Assistant to Owner, *In The Bay Services,* Byron Bay, Winter 2020-'21
In The Bay Services *is a family owned and operated [cleaning] business that cares about you. We operate in beautiful Byron Bay.*
- Internally managed staff team of up to 20; hired, trained, and dismissed staff to further ensure all standards, time constraints and procedures were carried out appropriately at client properties
- Restructured training program + employee pay packets to increase profits to further be reinvested into the business; generated approx. an additional $35k annually
- Attended meetings with homeowners + clients including 'A Perfect Stay' to further understand the property briefs and expectations, whether it be regarding quality factors to be referred to the owner or logistical arrangements with relevant tradesman
- Designed, created and edited copy for marketing collateral (print and digital) for In The Bay Services, created on-boarding packets, and staff compendiums to be used internally and externally for owner's reference
- Managed and organised high-volume company email inbox, weekly staff rostering, and scheduling for clients; also managed and curated company social media; successfully rearranged and accommodated last minute staff and/or client changes
- Conducted and generated leads for new business acquisition onsite; personally contributed 5 new major clients to the business increasing annual revenue by 15%
- Completed 80% of on-site pre-arrival checks for all rental properties; guaranteed standards were met at time of arrival of guest; heavily focused on tiny details as per compendium that may have been overlooked (i.e. spiderwebs, dead bugs, aesthetic oversights, all furnishings in their place, etc.)

SPECIAL SKILLS

Office: Proficient in Microsoft Suite, proficient in Mac and PC

Web: Working knowledge in HTML, CSS/Sass, Python, Flask, SQL

Media: Proficient in analysing and utilising paid media (Twitter, Facebook, Instagram, Google Adwords)

Certificates: Reformer Teacher Certificate from BarreBody, approved by FitnessAus (15CECs)