

John Aloysius Kelley III

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Objective

To provide valuable support and enthusiastic leadership for Westin Providence, perform above standards, and help communicate efficiently with managers.

Education

Reservoir High School August 2003-May 2007

GPA 3.43 (un-weighted) 3.79 (weighted)

Johnson & Wales University September 2007- May 2011

A.S. Hotel Management

B.S. International Hospitality and Tourism Management

Work Experience

The Westin Providence September 2007-Present

Guest Services Agent: Established strong interpersonal skills and adapted quickly to help train new employees.

Four Points by Sheraton BWI February 2007-August 2007

Guest Services Agent: Provide superior customer satisfaction to keep GSI scores above average and recommended by FOM to transfer to Westin Providence.

Fairfield Inn by Marriott June 2006-January 2007

Guest Services Agent: Developed communication skills and help guide front desk agents with job duties and responsibility.

Comfort Suites Sept. 2005-June 2006

Internship: Worked closely with the sales department creating new amenities and professional design and assisted the AGM with accounting and employee relations. Completed intensive research regarding GM's responses towards natural disasters and terrorism.

Organizations/Officer Positions

-DECA Chapter President, senior year

-Marketing Academy Treasurer, senior year

-National Honor Society

-JWU Student Alumni Association

-National Student Organizations, Leadership Academy

-Delta Epsilon Chi

Awards

- Most Improved (Concert Band, 2004)
- Most Dedicated (Concert Band, 2005)
- 1st Place DECA State (Hospitality and Recreation, 2006)
- 3rd Place DECA State (Hospitality Role Play, 2006)
- 2nd Place DECA State (Merchandise Decision Making, 2006)
- 1st Place DECA State (Hospitality Role Play, 2007)
- 1st Place DECA State (Sales Demonstration, 2007)
- 2nd Place DECA State (Hospitality and Recreation, 2007)
- 3rd Place DECA State (Human Relations Decision Making, 2007)
- National Marketing Honor Award (DECA)
- Steve Hyman's Extended Stay Scholarship Recipient 2007
- Ecolab Scholarship Recipient 2007
- Hilton Hotels (DECA) Scholarship Recipient 2007
- Reservoir High School Service Award 2007

Conferences

DECA Fall Leadership Conference	November 3, 2005 – November 5, 2005
DECA Spring State Career Development Conference	March 9, 2006 - March 12, 2006
DECA International Career Development Conference	April 28, 2006 - May 2, 2006
DECA Spring State Career Development Conference	March 8, 2007 - March 10, 2007
DECA International Career Development Conference	April 27, 2007- May 1, 2007
Virginia Hospitality and Travel Association Conference	March 25, 2007 -March 27, 2007
Collegiate Leadership Academy- New Orleans	November 2, 2007 - November 4, 2007
Collegiate Leadership Academy- New York City	November 16, 2007 - November 18, 2007

Skills and Abilities

- Leadership
 - President, Reservoir DECA
 - First Chair Alto Saxophone, Concert Band
 - Field Trip Coordinator, Marketing Class & DECA
- Training
 - Four Points by Sheraton Brand Training
 - Westin Brand Training
 - Leadership Training
- Technology
 - FOSSE
 - Galaxy/LightSpeed
 - Proficient in Microsoft Office