

RYAN J. FESSLER

15320 Crestaloma Lane, La Mirada, CA 90638 • (714) 715-5980 • rfessler@csupomona.edu

PROFILE

Energetic and dynamic individual with a passion for hospitality and a proven history of customer satisfaction and impeccable service. Strengths include:

- Exceptional communication and interpersonal skills
- Confident and articulate public speaker
- Comfortable building rapport with affluent individuals and VIP guests
- Ability to quickly extinguish guest dissatisfaction and provide an appropriate solution
- Prescience in anticipating guest needs
- Capable of performing many duties while maintaining quality and consistency of service

TRANSFERABLE SKILLS

- Proficient in H.S.I. POS and Galaxy/LightSpeed PMS systems
- Experience in team/committee management and event planning
- Hospitality Chairman for SPEAK Philanthropic Social Club
- ServSafe Certified Food Handler
- National Restaurant Association Certified Cost Control Manager

WORK EXPERIENCE

The Westin South Coast Plaza, Costa Mesa, CA **12/06 – Present**
Front Desk Agent

Act as the guest's first welcome and register them into the computer. Assume duties of Concierge and provide personalized services to guests. Promote the Starwood Preferred Guest program and provide recognition and benefits to all members. Accept payment, post room charges and settle accounts. Assist in screening and interviewing applicants. Train new employees on standard operating procedures. Facilitate special projects, such as developing continuous service improvement and service recovery plans. Stellar Performer of the Month double nominee, June 2007.

California Pizza Kitchen, Brea, CA **02/06 – 11/06**
Food Server

Provided excellent customer service with a personal touch. Took accurate food orders and served guests in a friendly and timely manner. Ability to up-sell food and beverages; basic knowledge of wine-to-food pairings.

Terry Eye Institute, Inc., Fullerton, CA **07/05 – 05/06**
Ophthalmic Technician

Checked in patients and administered preliminary screening tests and consultations. Assisted doctors with chart scribing and minor surgical procedures.

The Vons Companies, Inc., Orange County, CA **08/01 – 07/05**
Food Clerk

Positions included Courtesy, Deli, Produce and Cashier Clerk. Assistant Supervisor-trained with some experience in bulk cash handling, night audit, load receiving and key carrying. 90% Customer Service Personal Success rating.

EDUCATION

California State Polytechnic University, Pomona, CA 09/07 – 06/09

- B.S. Hotel & Restaurant Management
- Hospitality Management Council Member
- American Hotel & Lodging Association Student Member

Cypress College, Cypress, CA 08/06 – 05/07

- Hotel, Restaurant & Culinary Arts transfer student to Cal Poly Pomona
- American Hotel & Lodging Association Student Member

Fullerton College, Fullerton, CA 08/04 – 05/06

- General Education

California Polytechnic State University, San Luis Obispo, CA 09/02 – 06/04

- Coursework in Business, Industrial Technology and Graphic Communication
- Member and Social Chairman of Phi Kappa Psi National Fraternity

REFERENCES

Professional

Tchi McCallum	Front Office Manager, The Westin South Coast Plaza	(714) 662-6606
Lisa Clark	Certified Hospitality Educator, Cypress College	(714) 808-4551
Ryan Giffen	Dir. of Human Resources, Market Broiler Restaurants	(951) 682-9850

Personal

Jack Meinen	Operations Manager, Neiman Marcus Fashion Island	(949) 759-1900
Todd Schindele	Field Promotion Manager, Marketration	(714) 415-7769
Megan Trombatore	Catering Coordinator, The Fairmont Dallas	(214) 720-2020