

Tyler Carpenter

11008 Polaris Dr., San Diego, CA 92126

408-930-7847

Ty.Carpenter@hotmail.com

OBJECTIVE:

To obtain a managerial position in the hotel industry where I can perfect my leadership skills.

EDUCATION

San Diego State University, San Diego, CA 2006-Current

- Major: B.S., Hospitality and Tourism Management
- Emphasis in Hotel Management
- Graduate December 2008

San Diego Miramar College, San Diego, CA 2004-2006

- General Education Associates Degree
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PROFESSIONAL EXPERIENCE

House keeping Supervisor/Internship 2007-Current

Marriott La Jolla, La Jolla, San Diego, CA

- Trained in all areas of Housekeeping which include budgeting, purchasing, and daily operations
- Supervise and lead 10+ housekeepers daily
- Help maintain above average Housekeeping cleanliness scores and morale

Guest Service Agent 2003-2007

Embassy Suites La Jolla, La Jolla, CA

- Coordinated with all departments (Housekeeping, Sales, Food and Beverage, Parking Services and Security) for 335-unit hotel
- Primary responsibility was maintaining guest satisfaction; excelled in personally troubleshooting problems and resolving all complaints
- Provided guests with information on restaurants and attractions throughout San Diego, California and surrounding areas

Guest Service Agent/Bellman/Night Audit 2000-2003

Hilton Garden Inn Mountain View, Mountain View, CA

- Maintained appearance of lobby and all common areas
 - Solely responsible for reservations, guest services, check-ins, and other front desk operations during PM shift
 - Balanced daily revenue and accounts for Front Office, Restaurant, and Banquet Services Department
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OTHER SKILLS/EXPERIENCE

- Quick to learn new skills and procedures. Thrive in settings which require adaptability and constant professional development
- Efficient and good organizational skills
- Personable and professional. Excellent communication and guest relation skills, backed by experience interacting with people from diverse cultures and backgrounds
- Ability to multitask and work in a high pace environment
- Enjoyed training new hire staff in Front Desk and Housekeeping operations
- Mentored high school students in the Scripps Ranch High School Mentoring Program

