

TYLER SHANAHAN
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SUMMARY OF QUALIFICATIONS

Flexible in any independent work environment, enthusiastic, and quick to get along with co-workers. Focused, open minded, and responsive in all situations. Attentive to details, thoughtful, organized, and committed with a strong desire for customer service.

EDUCATION

Bachelor of Science in Hospitality and Tourism Management

San Diego State University, San Diego, CA

Degree expected: December 2007

WORK EXPERIENCE

Revenue Management Intern, Doubletree San Diego, Mission Valley, CA (September 2007 - Present)

- Provide consulting to maximize yield in all aspects of the hotel
- Building the skill set required for developing selling strategies, budgets, and ultimately delivering revenue
- Monitor distribution channels to ensure rate parity and optimize positioning.
- Work with the Area Director of Revenue Management in implementing programs and new initiatives at the hotel

Front Desk, Hyatt Regency La Jolla, La Jolla, CA (October 2005 – May 2007)

- Provided four-star quality customer service that exceeds guest needs in a fast paced challenging environment such as sold-out nights
- Performed customer service duties which required a professional attitude, business communication, and managerial skills
- Assisted in training new employees and ensure delivery of Hyatt standards to guests
- Experience in PMS system use for daily reports, PBX phone operations, and housekeeping areas

Level 4 Associate, In-N-Out Burger, Lemon Grove, CA (October 2003 - October 2005)

- Maintained cleanliness in the dining room, performed accurate money handling at the register, and directed product preparation
- Offered high quality, friendly customer service and maintained pleasant attitude with dissatisfied guests

Line Cook, Pizzeta's, Kauai, HI (June 2004 - August 2004)

- Maintained a clean restaurant and guest health through daily upkeep of restaurant
- Prepared ingredients, made appetizers and main courses
- Assisted the head chef in complete organization of the kitchen

Alumni Relations, Annual Fund, San Diego State University, San Diego, CA (November 2002 – October 2003)

- Contacted graduates to keep their relationship with the university up to date and continuous
- Developed professional relationships and built communication skills

Busser, Seabright Brewery, Santa Cruz, CA (September 2001 - July 2002)

- Performed daily activities including setting tables, serving food, clearing tables, cleaning the restaurant, bar backing, and closing
- Bussing activities introduced me to the operational challenges of restaurant service

VOLUNTEER WORK

Treasurer, Meeting and Events Student Association, San Diego, CA (May 2006 - present)

Graffiti Clean-Up, Watsonville Volunteer Program, Watsonville, CA (June 1997 - present)

Counselor, White Stag Leadership Development Program, Monterey, CA (January 2000 - July 2002)

Eagle Scout, Senior Patrol Leader (2000), Watsonville, CA (June 1993 - June 2002)