

Tyler Williams

Task oriented individual with a strong sense of urgency, superb interpersonal skills, and supervisory abilities. Unassailable customer service skills with a deep understanding of collaboration, teamwork, and conflict resolution.

15 South Lake Drive
Santa Rosa Beach, FL 32459
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EXPERIENCE

Hampton Inn Lexington Medical Center February 2016 – Present
Guest Services Manager

1953 Nicholasville Rd, Lexington, KY 40503
(859) 313-9000
Supervisor: Karen Bowman

Responsibilities

- ❖ Coordinate events to enhance guest experience and promote repeat business.
- ❖ Liaise between Management, Front Desk, and Housekeeping teams.
- ❖ Greet, check in, and continually engage with guests in such a way that they feel at home, safe, and comfortable.
- ❖ Oversee proper use of; and maintain security of confidential personal and financial information.
- ❖ Ensure proper execution of accounts payable and receivable including invoicing and inventory management.
- ❖ Respond to inquiries, concerns, complaints, and compliments of guests and prospective guests.

The Grey Goose June 2015 - February 2016
Server and Bartender

170 Jefferson St, Lexington, KY 40507
(859) 233-1500
Supervisor: Chris Hagen

Responsibilities

- ❖ Developed long-term relationships with customers which increased repeat business.
- ❖ Maintained exceptional standards of customer service during high-volume, fast paced operations.

SKILLS

- ☐ Proficient with Microsoft Office
- ☐ Time Management Skills
- ☐ Knowledgeable in OnQ Reservation software and HILTON brand standards
- ☐ Effective Team Leader with Efficient Delegation practices
- ☐ Energetic and Positive Work Attitude
- ☐ General Computer Proficiency
- ☐ Strong Attention to Detail
- ☐ Able to Collaborate with, Schedule, and Lead multiple agencies in pursuit of mutual goals

Mac-A-Doo's Bar and Grill

November 2014 - June 2015

Bartender

610 Ridgeview Drive, Frankfort, KY 40601
(502) 695-7529
Supervisor: Kim Blair

Responsibilities

- ❖ Opened and Closed restaurant. Duties included shift preparation, money counts, and inventory.
- ❖ Expertly prepared both alcoholic and non-alcoholic beverages using correct techniques, liquid measurements and garnishes.

Sal's Chophouse

November 2013 - November 2014

Server and Bartender

3373 Tates Creek Rd, Lexington, KY 40502
(859) 977-2489
Supervisor: Russ Thomas

Responsibilities

- ❖ Greeted all customers, recorded correct orders and performed cashiering duties.
- ❖ Correctly calculated charges, issued bills and collected payments.

Kenvirons

May 2007 - January 2011- July 2011 – November 2014

Engineering Technician

452 Versailles Road, Frankfort, KY 40601
(502) 695-4357
Supervisor: Tim Oaks

Responsibilities

- ❖ Surveyed and inspected active projects.
- ❖ Documented, filed and maintained proper inspection records and quality assurance documents.
- ❖ Envoy between Administrative, Engineering, and Construction teams.

EDUCATION

□ Franklin County High School

August 2005 - May 2009

1100 E Main St
Frankfort, KY 40601

□ University of Kentucky

August 2009 - May 2010

Lexington, KY 40506

Certifications

Marine Corps Crisis Response
- February 2011

PADI Open Water Diver
- June 2007

Kentucky Pool Operator
- May 2017

STAR Alcohol Provider
- August 2016

Awards

Lexington 2016 Hospitality
Award

Hampton Inn Employee of
the Quarter (2nd)

