

## RESUME

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DOB 01/29/1962

### **Doubletree Hotel**

300 Army Navy Drive, Arlington, Virginia, 22202

Tel: [703-416-4100](tel:7034164100)

**Start** 06/01/1992 to 08/21/1994

**Supervisor:** Ray Cribbs

**Position:** Housekeeping floor supervisor and PM Shift supervisor.

**Duty:** Maintaining and enhancing environmental services. Time management, purchasing and inventory. Assigning and delegating specific task to environmental staff. Assigning Guest rooms daily and inspection and quality assurance. PM shift Supervisor duties entailed Maintaining 632 guest rooms and 9084 sq ft of banquet and meeting rooms. maintain total hotel up keep working closely with front desk manager to ensure that communications from airlines and transportation arrival was prompt and effortless concerning room check-in. Supervising and delegating VIP turn down, lobby and public area inspection.

### **Carolina Inn at Chapel Hill**

211 Pittsboro Street Chapel Hill, NC 27516

Tel: [919-933-2100](tel:9199332100)

**Start:** 8/29/94 TO 06/1/96

**Executive Housekeeper:** Stephen Shem

**Position:** *Assistant Executive*

**Duty:** Supervised Re-opening of the luxurious Carolina Inn servicing 184 rooms 13,000 sq ft of meeting and banquet room and a 5 star restaurant. Developed and Maintained a 5 star property. Interviewed and staffed environmental department. Managed 25 fulltime staff and 6 partime staff. Purchased and placement of new Room inventory. Prepared initiated and trained staff for grand opening. Maintained annual departmental budget, and supervised expenses. Organized and create agenda for weekly staff meetings reporting any and all hotel policy changes and upgrades. Initiated a environmentally friendly hotel product. Maintained OSHA standards, and served on the Safety and security task force. This hotel is a sister hotel to the previous hotel and position above. I was promoted to *Assistant Executive* and transfer ed to Carolina Inn at the first stages of construction.

### **DoubleTree Gateway Plaza**

895 W Trade St, Charlotte, NC 28202

[704-347-0070](tel:7043470070)

**Start:** 7/05/96 to 10/23/98

**Supervising Assistant general manager:** Ray Smock

**Position:** *Environmental Services Manager*

**Duty:** Re-opening of the New Doubletree Gateway in the heart of uptown Charlotte. Initiated and coordinated purchase of new hotel inventory. Re-train and re-staffed environmental department. Maintained annual departmental budget, and supervised expenses. Developed and maintained 187 room hotel with 534 sq ft of Meeting and banquet, Restaurant. Supervised 28 staff members. Organized and create agenda for weekly staff meetings reporting any and all hotel policy changes and upgrades. Initiated a environmentally friendly hotel product. Maintained OSHA standards, Developed a upgraded Safety and security task force. Managed the Kronos time management system. This hotel is a sister hotel to the previous hotel and position above. I was promoted to Environmental Manager at the first stages of re-opening . Implement and maintain 5 Star rated property for two years.

**Carolina Healthcare**

16455 Statesville Rd  
Huntersville, NC 28078  
[704-895-3719](tel:704-895-3719)

**Start:** 12/01/1999 to 01/10/2005

**Supervisor:** Duane Albers

**Title:** Front Office Admin

**Duty:** IDX, AS400, Charge entry, Verification of health insurance benefits. Scheduling daily for Physical Therapist, Adjusting and coordinating schedules when therapist takes leave or absence. Organize front office. Introducing new hires to office duties, policy and procedure. , cash management, and I3 switch board, communicating daily with Physicians, nurse case managers and workers compensation specialist. Purchasing and inventory for therapist supplies. Accurate charge entry and diagnosis coding. Working between different satellite offices.

**Miller Orthopedics**

16455 Statesville Rd  
Huntersville, NC 28078  
[704-323-2809](tel:704-323-2809)

**Start:** 01/10/2005 4/10/2007

**Supervisor:** Jo Roberts

**Title:** PSS customer service

**Duty:** Work share coordinating between Physicians and Physical Therapist, adjusting and coordinating schedules for MD appointments and Physical therapist. Maintaining communication between Physicians, Therapist and patients. Cash management, switch board, insurance verification. Accurate charge entry, posting and diagnosis coding.

**Humane Services**

## **Salvation Army Center of Hope-Women & Childrens Shelter**

## **Emergency Winter Shelter/Mens shelter of Charlotte**

[\*\*\(704\) 333-2608\*\*](tel:704-333-2608) 3410 Statesville Ave, Charlotte, NC 28206