

Ross R. Huntley

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EDUCATION

- The University of Mary Washington at Fredericksburg VA, *December 2014*
 - ❖ Bachelors of Science in Business Administration (3.45 GPA)
 - ❖ Academic degree concentration in Management Information Systems (MIS)
 - ❖ Graduated Cum Laude with Distinction

WORK EXPERIENCE

- **Hospitality & Catering Staff at StaffworkX Event Staffing:** *January 2016-present, Los Angeles CA*
 - ❖ *Ensures the client's satisfaction by maintaining a high-level of professionalism*
 - ❖ *Delivering outstanding food and beverage service to guests*
 - ❖ *Manages the schedule sign-in sheet for our staff and client*
- **IT Support and Database Specialist at the National Science Foundation:** *April 2015-October 2015, Arlington VA*
 - ❖ Acted as a liaison between the contract staff and the NSF IT department
 - ❖ Provided first-level technical support for the division of Industrial Innovation and Partnerships (45+ members)
 - ❖ Managed, maintained, and developed our division's SharePoint and Databases
 - ❖ Provided meeting support services including installation of laptops, LCD projectors, scheduling and supporting WebEx Meetings and Webinars, and audio visual equipment
 - ❖ Built my personal brand into being recognized amongst my colleagues as the "go-to guy" around the office
- **Fredericksburg Hospitality House and Conference Center:** *Banquet Captain and Lead Server, December 2011-May 2015, Fredericksburg VA*
 - ❖ Impacted my organization by motivating staff to deliver better results
 - ❖ Provided training and onboarding for new team members on both front- and back-of-house procedures
 - ❖ Empowered the team to satisfy our guests and resolved problems in an efficient manner

- **TATE Inc.**

Independent Contractor, (Role-player) May 2014-March 2015, Locations in VA, DC and WV

- ❖ Provided training to U.S. Military personnel in order to prepare them for a variety of high-risk environments
- ❖ Collaborated with a diverse group of 30-40 role-players that support creating a more realistic and beneficial environment for the client
- ❖ Time after time proven myself to be capable of fulfilling my duties and received roles with increased responsibilities

- **GEICO Region 1 Fredericksburg:**

Management Development Intern, June-August 2014, Fredericksburg VA

- ❖ Led three projects with separate teams that enhanced GEICO's 2015 business plan
- ❖ Investigated rising claims costs and devised solutions to reduce this trend for the next fiscal quarter
- ❖ Conducted a data analysis in order to evaluate the effectiveness of GEICO's customer service representatives and proposed strategies to decrease the occurrences of error
- ❖ Performed a cost-benefit analysis for a proposed hybrid unit and recommended implementation to GEICO sales and service teams for 2015
- ❖ Developed and presented all recommendations to senior management

- **Cracker Barrel Old Country Store:**

Team Member (Server), June 2010-January 2012, Fredericksburg VA

- ❖ Delivered friendly, fast and customer service to guests
- ❖ Brand ambassador for Cracker Barrel's retail store
- ❖ Worked in coordination with other team members to ensure that customers get quality service and satisfaction.
- ❖ Perform food preparation responsibilities such as salads, soups, appetizers, dessert and specialty drinks.
- ❖ Frequently exceeded sales expectations for a shift (The expected revenue generated from a server for the date and shift)

SPECIAL SKILLS

- Highly Proficient in Microsoft Office Suite
- Experienced in MS Project and SharePoint

AWARDS/RECOGNITION

- **Recognized for my leadership** in organizing a charity event for homeless children in the Fredericksburg community, in association with my internship with GEICO, 2014
- **“Most Valuable Player” Award:** Fredericksburg Hospitality House, December 2013
- **Recognized Outstanding Customer Service from CB Corporate Office:** Cracker Barrel Old Country Store, 2011