

RJ SPARLING

"THE GUEST SERVICE GURU" - B. KELLY

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A well-established and hospitable service guru, with 10+ years promoting customer service through incomparable skills all-around. A Jack of all trades, with both impeccable team and leadership assets.

Over 50 exuberant social media mentions and a driven proven track record of success
... always determined to achieve better results for the company than yesterday.

EDUCATION

Associate of Arts Degree - 2018 - Mission College (2009-2010, 2017-2018)

EXPERIENCE

Sales Lead Supervisor – Orchard Supply Hardware (2015-2017)

- Oversaw grand opening and completed 1 week prior to deadline by driving team with precise delegation and consistent recognition.
- Supervised 15+ employees daily by investing in personal best for company's success.
- Assisted in daily sale add-ons; averaged out to .50 more per transaction.

Front Desk Sr. Supervisor – Vagabond Inn Hotel (2012-2014) •

Brought hotel from a 1-star hotel to a 3-star hotel within 1 year.

- Up-sold hotel rooms daily by 10-15% increase.
- Created sales packages which generated over 3% in increased monthly sales.
- Drove incentives for staff members with monthly goals and bonuses.

Learning Coach – Starbucks (2011-2013)

- Vastly promoted to Learning Coach after 90 days of hire.
- Spearheaded new hire personnel with food and beverage knowledge, store operations and personal growth.
- Maintained store's secret shop experience above 90% at all times.
- Graduated as Coffee Master, 2013

Front Desk Representative – Embassy Suites by Hilton (2009-2011)

- Oversaw budget for guest amenities that elevated the property's guest choice by 5%.
- Rewarded 2nd place of Catch Me at My Best contest by guests' pick.
- Empowered as head PM agent with most efficient guest experience and problem resolution.

MORE

Most mentions on Trip Advisor reward - Vagabond Inn Hotel, 2013 and 2014

Employee of the Month – Starbucks, 2011 and 2012

Most mentions on SALT reward – Embassy Suites by Hilton, 2010