

---

# KISHA MARTIN

615.306.0630

[kisha.martin0727@gmail.com](mailto:kisha.martin0727@gmail.com)

[LinkedIn](#)

[GitHub](#)

---

## JUNIOR WEB DEVELOPER

Driven, proficient, and engaging junior web developer with excellent communication skills and a strong background in Customer Service Management. Currently making a transition from hospitality management to technology as a junior web developer. Completed an immersive coding bootcamp, Savvy Coders, where I am learning the core principles of Object-Oriented Programming in JavaScript and how to build a SPA from scratch. I anticipate completing my certification with Savvy Coders in January at which time I will continue my education by taking Udemy and Codecademy courses in Bootstrap, React, React-Native, Express, MongoDB, Vue JS 2, Angular, Node.js, Modern React with Redux, and NodeJS (MVC, REST APIs, Graph), and .Net Core, as well as some C#. Agile certified! Loves to work in a collaborative, team-oriented environment.

Previous work experience working in a hotel and banquet management. In this fast paced environment, was able to sharpen her organizational and time management skills. Critical thinking and customer service skills were contributing factors to her success in these roles.

## KEY COMPETENCIES & SKILLS

STRATEGIC DIRECTION • TEAM-ORIENTED • CROSS-FUNCTIONAL LEADERSHIP • PROJECT MANAGEMENT • OPERATIONS • TRAINING / EDUCATION • POLICIES • CUSTOMER SERVICE MANAGEMENT • DISTRIBUTION • CONTRACTS • SALES • EXPENSES • COST CONTROL • DOCUMENTATION • PRESENTATION • COMMUNICATION • DELEGATION • EMPLOYEE RELATIONS • MS OFFICE • TASKFORCE • HTML • CSS3 • JSON • MODERN REACT WITH REDUX • JAVASCRIPT • SPA • REACT • REACT-NATIVE • MODERN REACT WITH REDUX • NODE.JS • BOOTSTRAP • EXPRESS • MONGODB • .NET CORE

## CAPSTONE PROJECT

My Capstone Project is a website that will allow my mother to manage her checking account online through an online check registry. Currently, my mother utilizes a paper registry which she handwrites all of her entries. I would like to create a simplistic website which allow her to complete this task online. The site will be responsive through all viewports, so she can access the site via her handheld devices. When building this website, I utilized HTML, CSS, JavaScript, and Bootstrap.

## EDUCATION & CERTIFICATIONS

### SAVVY CODERS, 2020:

Web Development  
Agile Certification

STRAYER UNIVERSITY, NASHVILLE, TN 2018

**BACHELOR OF BUSINESS ADMINISTRATION – BBA, HOSPITALITY TOURISM MANAGEMENT**

NATIONAL COLLEGE OF BUSINESS AND TECHNOLOGY, NASHVILLE, TN 2005

**ASSOCIATE IN APPLIED TECHNOLOGY – AAT, COMPUTER APPLICATIONS TECHNOLOGY**

## PROFESSIONAL EXPERIENCE

### ISLA BELLA BEACH RESORT- STRATEGIC SOLUTION PARTNERS, FL

12/2019 – 03/2020

**TASKFORCE BANQUET MANAGER:** Oversaw daily banquet operations. Controlled payroll input, staffing schedules, and inventory supervision. Completed routine quality checks and regulated staff compliance with policies and hotel standards.

### NASHVILLE MUSIC CITY CENTER-CENTERPLATE, TN

07/2018 – 10/2019

**BANQUET MANAGER:** Managed banquet operations and coordinated talent acquisition and onboarding tasks. Maximized profitability through cost control and service quality maintenance. Headed documentation efforts for daily operations.

**KEY COMPETENCIES:** SERVICE STANDARDS, TRAINING / EDUCATION, ANALYTICAL SKILLS, COMMUNICATION

***Designed and implemented retraining program for 250 banquet servers to increase service levels and proficiency***

- Partnered with General Manager, Director of Operations, and Director of Banquets to assess service standards
- Established new service standards based on research of rival facilities and procedures for similar operations
- Conducted "Train the Trainer" sessions to obtain feedback and clarification on training materials

**KEY COMPETENCIES:** DAILY SCHEDULES, EMPLOYEE RELATIONS, COLLABORATION, TIME MANAGEMENT, SHIFTBOARD

***Improved employee satisfaction by 45% via integration of shift restrictions to resolve staffing issues***

- Analyzed current process in collaboration with Director of Banquets, supervisors, and front-line employees
- Led analytical efforts to interpret data gathered from other banquet directors and managers
- Completed advanced training for Shiftboard software for utilization in scheduling improvements

**KEY COMPETENCIES:** LEADERSHIP, FOOD SERVICE, HOTEL MANAGEMENT EXPERIENCE, TRAINING / EDUCATION, PAYROLL

***Hired, trained, and managed team of 400+ banquet servers while planning events for groups of up to 20K clients***

- Enacted standard hiring practices to streamline onboarding process
- Regulated continuous training efforts and systematic quality checks to ensure daily operational excellence
- Collaborated with client and Catering Sales Professional to plan and execute events

### NASHVILLE MARRIOTT AT VANDERBILT UNIVERSITY-WHITELODGING, TN

06/2014 – 07/2018

**EVENT / SENIOR BANQUET MANAGER:** Oversaw daily catering operations and directed sales and marketing tasks. Controlled payroll input, staffing schedules, and inventory supervision. Completed routine quality checks and regulated staff compliance with policies and hotel standards.

**KEY COMPETENCIES:** PROJECT MANAGEMENT, MARKETING ENGINEERING, SALES, PRODUCT PRICING, DATA ANALYSIS, COLLABORATION

***Generated annual ancillary revenue of \$350K with development and integration of audio-visual sales process***

- Coordinated purchase and positioning of audio-visual equipment with General Manager and Director of Sales
- Evaluated previous hotel contract and audio-visual service provider to further product knowledge
- Developed property pricing guideline by gathering audio-visual pricing from direct competitors

**KEY COMPETENCIES:** RELATIONSHIP MANAGEMENT, SALES AND MARKETING, HOTEL MANAGEMENT SYSTEM

***Maintained Event Satisfaction Score of 95%+ during 2-year timeframe to secure rank in top 5% of Marriott Properties***

- Directed tailored marketing efforts to maximize brand marketability with meeting planners
- Drove hotel accounting and supervising tasks to boost profitability and ensure operational efficiency
- Forged strong client relationships through communications before, during, and after events

**KEY COMPETENCIES:** CROSS-FUNCTIONAL LEADERSHIP, CLIENT RELATIONS, EVENT RESUMES, DOCUMENTATION

***Ensured operational efficiency and communications through timely submissions of event resumes and orders***

- Worked with Sales Managers after contract signings to establish documentation timeline
- Facilitated discovery questions during client negotiations to gain valuable details
- Corresponded details to various operational departments with 2-week window prior to event

**GAYLORD OPRYLAND RESORT AND CONVENTION CENTER-MARRIOTT, TN**

**07/1999 – 02/2014**

**CONVENTION SERVICES MANAGER:** Coordinated services and directed catering events for groups and organizations. Headed contract writing, file management, and budget control operations with focus on client satisfaction. Coordinated customer feedback review and cross-departmental communications to foster impactful relationships.

**KEY COMPETENCIES:** EVENT MANAGEMENT, BUDGET CONTROL, COLLABORATION, RESEARCH, DUE DILIGENCE

***Organized and orchestrated 3-week quadrennial conference for 20K people***

- Collaborated with 60+ clients and catering professional to determine budget, staffing, and equipment needs
- Researched previous conference locations to identify operational challenges
- Executed conference while maintaining established budget and boosted hotel profitability

**KEY COMPETENCIES:** TRAINING / EDUCATION, LEADERSHIP, COMMUNICATION, SUBJECT MATTER EXPERT (SME), CI/TY SOFTWARE

***Championed new software proficiency as established CI/TY Subject Matter Expert (SME) for Convention Services Team***

- Sought additional training classes regarding various processes to improve software knowledge
- Navigated program functionality in conjunction with other Convention Service Managers at different facilities
- Founded and offered training class to peers and employees to boost team efficiency