**Nyles Keanu Bennett**

**Front Desk Manager**

Work Experience

***Broward college***

**IT technicalsupportIntern**

January 2024 - May 2024

* Re-imaged and updated machines from Windows 10 to Windows 11
* Troubleshooted hardware issues for desktops and laptops
* Managed laptop carts and installed applications
* utilized active directory to input proper machines in correct folders to update policies
* Maintained faculty machines with proper applications
* Installation and update storage on computer
* repair and replace hardware on laptop

***Marriott’s Oceana Palms***

**Front Desk Manager**

February 2022 – Present

* Conducted upwards of 5 guest follow ups for guest escalation
* Managed pre-arrival requests for villa assignments to achieve overall villa assignment score of 92.5
* Worked to hire and train 10 new Front desk associates on types of ownership and FSPMS hotel systems
* Facilitated financial audits and cash handling procedures for up to 159 guest accounts per day
* Supervised front desk team to drive overall guest satisfaction scores from 82.3 % to 91.5 %
* Trained the Front Desk Team in proper Marriott Vacation Club brand standards to ensure adherence for our yearly Quality Assurance Audit

***Marriott’s Oceana Palms***

**Safety & Security Supervisor**

May 2021 – February 2022

* Conducted safety audits for 160 room properties to ensure all safety protocols were met per Fire Life and safety.
* Supervised Safety & Security associates to ensure general safety for our guests and associates
* Provided first aid to associates and guests when in need.
* Communicated with Emergency services

***The Club at Admirals Cove***

**Reservations Coordinator**

September 2019 – May 2021

* Reserve major events for club members
* Coordinate and manage seating arrangement for venue and restaurants at the club
* Assist in front desk duties
* Cash Handling with bank
* Solve member challenges daily

Contact

(561) 900-6937

nyleskb@gmail.com

Palm Beach Gardens, FL 33418

Education

**Broward College**

Bachelors of Science in Information Technology

Fall 2023- Spring 2025

Dean’s List

**Palm Beach State College**

Associates in Arts

Fall 2013 – Summer 2017

Dean’s List, Fall 2013 – Summer 2017

Core Competencies

* Approachable leader
* Astounding conflict resolution skills
* Attentive listener
* Confident interpersonal communication skills
* Defines needs of customers
* Persuasive negotiator
* Supportive team member
* Eager Learner

Technical Proficiencies

* MICROS System
* Marriott’s Property Management System (PMS)
* Microsoft Applications