

DARREN WEGKAMP

1812 W Sunset Blvd STE 1-150 • Saint George, Utah 84770
(801) 654-5443 • contact@darrenw.me • www.darrenw.me

SUMMARY

- Over 5 years of front line operations management and quality customer service experience.
- Demonstrated accuracy, attention to detail, and ability to work well in team environment. Interact effectively with individuals in all levels of an organization.
- Possess strong training skills in business procedures and technologies. Proven ability to manage 15 employees.
- Committed to helping, leading, and directing others.
- Exceptional organizational and time-management skills, as evidenced in ability to handle at least 50 calls and 60 e-mails daily.
- Excel in both oral and written business communication.
- Proficient in Microsoft Office, Adobe Creative Suite—Illustrator, Photoshop, InDesign, Flash, Premiere Pro, Acrobat—PHP, SQL, jQuery, AJAX, HTML5, CSS3, UI/UX, troubleshooting, VoIP, IT.
- Type up to 90 WPM; 240 KPM 10-key
- Thorough understanding of and strong working background in all phases of social media networking and marketing. Platforms of expertise include Twitter, Facebook, Yelp, and TripAdvisor.

EXPERIENCE

INTERNET MARKETING &

FRONT OFFICE MANAGER 2011–PRESENT
RAMADA / SAINT GEORGE, UTAH

Securely handled up to \$10,000 in cash and credit transactions per day. Competently managed and trained 9 employees, resolving conflicts and improving team morale and integrity, leading to better customer service and satisfaction. Performed night audit, balanced and reconciled transactions and house reports, monitored rates and inventory. Through a combination of unpaid online and offline marketing techniques, increased Facebook fan base 280% over 18 months. Responded to online customer reviews and contributed to property being awarded TripAdvisor *Certificate of Excellence* 2013.

FRONT OFFICE MANAGER 2008–2011
ROCKY MOUNTAIN HOSPITALITY / SALT LAKE CITY, UTAH

Trained and managed 15 employees, in both English and Spanish, resulting in significant improvements in productivity and customer service. Designed and implemented web-based scripts to improve flow and handling of up to 60 daily B2C e-mails and B2B fax correspondence. Promptly, and courteously, resolved guest concerns, increasing overall guest satisfaction by 3%. Created and managed social media channels. Conferred with department heads and property owners to ensure coordination of hotel activities.

ASSISTANT MANAGER 2005–2008

BLUE BAYOU, LLC / SALT LAKE CITY, UTAH

Oversaw retail store operations; supervised and trained 3 employees. Wrote, designed, and produced eCommerce websites and content for clients. Prepared and shipped merchandise from online and phone sales. Inventoried, sourced, stocked, priced merchandise to ensure profitability and sustainable operations.

EDUCATION

B.S., BUSINESS ADMINISTRATION 2014

A.S.B., BUSINESS ADMINISTRATION 2013

DIXIE STATE UNIVERSITY, SAINT GEORGE, UTAH

SPECIALIZATION: VISUAL TECHNOLOGY

HONORS: DEAN'S LIST, 2013–14; INSTITUTIONAL GPA: 3.82

LANGUAGES

English—Native; Spanish—Business Proficiency

FOREIGN TRAVEL

Six years traveling and working in Latin America and Europe.