

Shaina Michele Gowers

Resume

*Realistic, Reliable, Ethical, Assertive, Driven,
Empathetic, Flexible, Fun, Understanding*



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Career Objectives

The perfect professional role for me is working in a day care, going to work each day and enjoying what I do to make a positive difference in the lives of young, impressionable people. I want to care for and help develop young children and be a contributing member of a dynamic team doing challenging and satisfying work. My goal is to marry my hands-on hospitality experience in bringing people and fun activities together with my passion for small children and youth.

Major Accomplishments

My key achievements include more than seven years' successful professional growth in hospitality, team-building, training and leadership, and nearly another seven years' experience as a trustworthy nanny delightfully charged with the care of small children. I have learned to employ a common-sense approach to communication with both adults and children that is respectful and elicits positive interest, enthusiasm and energy. Real-life problems have taught me to thoughtfully analyze situations, consider known facts and conceive solutions aimed at achieving or exceeding ideal results.

Specialized Skills, Interests and Values

Charismatic. Effective presenter of ideas, products and services. Ability to ask for the sale and close the deal. Articulate communicator. Avid researcher. Attentive listener. Intuitive observer. Motivated self-starter. Involved leader. Proficient event organizer. Strategic planner and implementation specialist. Enjoy mentoring, supervising and training others; making thoughtful, impactful, mutually beneficial decisions; creatively managing challenges; growing. Core values include integrity, community involvement, completing tasks and helping my fellows.

Professional Experience

Nanny

February 1993 to September 1999. **The Sanford Family**—Costa Mesa CA.

Singularly provided daily care to two children ages 3 months to five years at their family home five to six days per week from early afternoon to late evening weekdays and often 24/7 weekends and holidays. Conducted early learning development exercises in reading, writing, math and recreational sports with the two children in my charge and with up to 10 visiting children from across the neighborhood. Accompanied the Sanfords on family vacations to continue child care while traveling. Developed desirable skills in patience, creative problem-solving, communication, stress management, leadership and diplomacy. Letter of reference attached.

Assistant Property Manager

February 2007 to February 2008. **Holland Residential**—American Canyon CA.

Co-managed 216-unit Class-A luxury apartment community. Carried 80-percent tour-to-lease conversion rate. Provided dedicated concierge services to residents and broad support to coworkers, vendors and the community at large. Directed all recreational activities for residents. Promoted from leasing agent to assistant manager within first six months.

Full-Service Event Manager

July 2004 to February 2007. **Coastline Yacht Charters**—Newport Beach CA.

Afforded broad autonomy to conceptualize and produce memorable five-star events aboard luxury chartered yachts and at unique land destinations. Garnered repeat business with multiple corporate clients on a monthly and annual basis. Led, managed and coordinated all aspects of a full-service chartering company. Hired, mentored, scheduled and supervised production and performance of seven to 50 employees.

Charter Sales Coordinator

May 2003 to July 2004. **Adventures at Sea**—Newport Beach CA.

Produced first-class events aboard luxury yachts and at unique land locations. As a result, gained repeat business with multiple corporate clients on a monthly and annual basis. Typically out front in sales efforts with more than 40 percent of total sales team's volume. Managed and coordinated all aspects of a full-service chartering company. Hired, trained, scheduled and supervised production and performance of three to 20 employees. Planned and coordinated company sales events.

Communication Sales Specialist

October 2002 to May 2003. **AT&T Wireless**—Mission Viejo CA.

Provided professional-level service and sales to customers of industry-leading communications company. Competently supported management and sales staff in fast-paced retail environment. Exceeded monthly sales goals by 25 percent to 200 percent by continually canvassing the marketplace to secure new customers and by maintaining superior service to existing customers.

Sales and Marketing Coordinator

October 1999 to September 2001. **Marriott Vacation Club Intl.**—Newport Coast CA.

Provided proactive and responsive administrative assistance to marketing and sales departments. Generated sales leads through outreach and direct marketing. Hotel guests surveyed rated my performance at the highest level of customer satisfaction. Promoted from PBX operator to front desk/guest services to sales administrative assistant within first six months of employment with Marriott.

Academics and Certifications

Undergraduate Studies, Business Marketing, Irvine Valley College, Irvine Valley CA 1999-2001
Diploma, Estancia High School, Costa Mesa CA 1995-1999
Microsoft Office Suite Certification, Costa Mesa CA 1999

Awards and Affiliations

Hospitality Service Excellence Award, Orange County CA 2000
Volunteer, Battered Women and Children's Center, Orange Country CA
Volunteer, March of Dimes, Orange County CA
High School Cheerleader Captain 1997-1999