

John Tirva

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EDUCATION: TEMPLE UNIVERSITY, Fox School of Business, Philadelphia, PA
Bachelor of Business Administration, Graduation: August 2027
Major: Management Information Systems

West Scranton High School, Scranton, PA
Diploma, Graduation: June 2022
GPA: 3.3

SELECTED COURSES:

Data and Analytics, Web Application Development, Digital Systems

INFORMATION TECHNOLOGY SKILLS:

Software Development: Visual Studio.NET and Python
Web Development: HTML, JavaScript, Node.JS
Database Management: SQL
Project Management: Microsoft Office Suite

EXPERIENCE: Hersha Hospitality Management, Scranton, PA June 2024 – Present
Guest Service Agent

- Address guest inquiries and resolve any issues or complaints in a timely and courteous manner, ensuring a high level of guest satisfaction and loyalty
- Use property management system to manage reservations, update guest information, process payments, and track room availability, ensuring efficient operations and accurate record-keeping

Montage Mountain Resorts, LP, Scranton, PA July 2022-March 2024
Guest Services

- Work multiple positions to provide an optimal customer experience
- Use technology to keep track of financial data
- Utilize customer service skills to effectively and efficiently interact with guests

Walmart, Pittston, PA July 2020-February 2022
Stocking Team Associate

- Work with skilled team to efficiently unload freight
- Utilized equipment safely while paying careful attention to detail
- Stock freight and ensure optimal customer experience