

AMY D. WALKER

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Skills

- Proficient in Microsoft Excel, PowerPoint, Windows, Adobe Connect, and Teams.
- Knowledgeable in Project Management
- Strong communication skills, organized, adaptable, and has an enthusiasm for learning and teaching others.
- Engages Proactively and can multitask effectively.
- Can identify weaknesses and strengths in others to help them become stronger.
- Provides Concise Information

Experience

VACATION OWNERSHIP SPECIALIST /MULTI-BRAND VACATION OWNERSHIP ADVISOR- Marriott Vacation Club- June 15, 2015, to present- Orlando, FL

- Answer electronic communications from Owners about all Marriott Vacation Club services, generally via email, web, fax, and live chat.
- Assist peers with Owner-related questions.
- Adhere to the response time designated within the department to ensure our Owners are taken care of.
- Educate Owners on how to utilize their ownership.
- Ensure all aspects of their ownership are taken care of.
- Create positive and memorable discussions for each Owner.
- Book destinations for Owners using destination points for cruises, airfare, tours, and some hotels and other Marriott Time Share properties.
- Promote the sales partnership program to enhance Ownership.
- Assist with having Owners safe and at peace while on vacation with travel protection.
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DEDICATED TRAINING FACILITATOR/ BACKUP TRAINER – Marriott Vacation Club-July 2016 to present- Orlando, FL

- Assist with training 10-20 new associates.
- Assist with answering questions.
- Assist with making sure all new associates follow all policies and procedures.
- Assist with ensuring all new associates can complete their tasks for their next position stage.
- Assist with training new associates, answering questions, and performing side-by-side and phone calls with new hires.
- Assist in grading workbooks, and ensure new hires complete their tasks for the next stage of their development within the Marriott Vacation Club.
- Assist with making sure all new associates follow all policies and procedures.
- Created workbooks and practice books for the new hires.
- Conduct small group and individual activities based on the different learning needs, such as role plays.
- Offer specific training programs to help employees maintain and improve job skills.

STORE MANAGER/DISTRICT TRAINER -Family Dollar August 2010 to June 2015 – Fort Pierce, FL

- Plan and implement a strategy for the store.
- Manage overall store operations.

- *Recruit and schedule employees.*
- *Train and evaluate employees.*
- *Inventory control with the proper system and software.*
- *Manage all controllable costs that include profit & loss.*
- *Train store managers and assistant managers regarding inventory along with profit & loss.*

Certificates

- *Social Media Certification*
- *Digital Advertising Certified*
- *Digital Marketing Certified*
- *Certified in Excel*
- *Human Resource Systems and Processes*
- *Fundamentals of Human Resources*
- *HR Ethics Series: Common Ethical Challenges; Issues in the Workplace*

High School Diploma: 1992 – Port St Lucie High School, Port St Lucie, FL.

College: Southern New Hampshire University

- ***BACHELOR'S DEGREE - May to present*** - Business Management with a Concentration in Human Resources
- ***Associate in Science - January 2020 to April 2023*** - Business Management Degree

Reference: Upon request