

KYLE SHOEMAKE

Phone: (917) 588-7668 • Email: Kyle.Shoemake@gmail.com • Portfolio: www.kyleshoemake.com

Personal Summary

As a **Data Professional**, I excel in driving operational efficiency and guest satisfaction. With a strategic mindset, I leverage data-driven insights for impactful results and continuous improvement. Excited to merge operational acumen with analytics expertise for organizational success in a data-centric world.

Professional Trainings:

Data Skills:

- Google Advanced Data Analytics Professional Certificate
- Google Data Analytics Professional Certificate
- Google Business Intelligence Professional Certificate

- Advanced Microsoft Excel
- SQL (SQL Server, MySQL, BigQuery)
- Python (Pandas, Matplotlib, Seaborn)
- R (tidyr, ggplot2, dplyr)
- Data Cleaning and Preparation
- Data Visualization (PowerBI, Tableau)
- Infectious smile & laugh
- Strong Communication skills
- Critical Thinking
- Excellent Presentation skills

Recent Career Experience

Career Transition

Jan 2024 – Present

- Completed extensive Google Advanced Data Analytics Professional Certificate, demonstrating hands-on experience with data manipulation and project management, as well as interpreting data and communicating insights.
- Accomplished diverse data analytics projects, showcasing breadth of skills and expertise including research and exploratory/statistical analysis, data cleaning, visualization, and presentation.
- Mastered base Python knowledge of data types, variables, loops, and functions, and built proficiency using packages such as Pandas and NumPy to analyze data, and Matplotlib and Seaborn to create visualizations.

Travel + Leisure Co – Wyndham Destinations

Aug 2018 – Jan 2024

Operational Compliance Data Analyst – Corporate

April 2022 - Jan 2024

- Established a data flow for resort inspection data from a Microsoft Power App to Microsoft PowerBI for automated dashboard reporting for executive leadership stakeholders. Transformed the data into actionable insights contributing to the development of an improvement plan for the resort.
- Conducted on-site inspections for a portfolio of 185 timeshare resorts across 5 brands, evaluating quality, operational compliance, and financial practices, providing a comprehensive score and rating for each resort's audit.

Resort Manager, Evening – Club Wyndham Midtown 45 at New York City *May 2021 - April 2022*

- Examined and optimized the multi-million-dollar operating budget for a 202-unit condo-style property, identifying and implementing cost reduction strategies that yielded a significant 5% yearly savings.
- Managed all departments at Wyndham Destination's flagship property in Midtown, Manhattan, overseeing Front Office, Housekeeping, and Engineering, and led an all-union staff to create personalized vacation experiences.

Rooms Manager – Club Wyndham Resort at Avon, CO

Dec 2019 – May 2021

- Promoted to lead a team of 40+ direct reports at their luxury timeshare brand from Front Office, Housekeeping, Food and Beverage departments to provide world-class hospitality to create memorable vacation experiences for *Presidential Reserve* owners and guests.
- Cultivated a *Hospitality with Heart* service culture for all resort associates by leading fun and engaging training seminars to enhance the guest experience, resulting in a yearly guest experience score above 95% from post-stay surveys.

Guest Services Manager – WorldMark Estes Park, CO

Aug 2018 – Dec 2019

- Enhanced post-stay guest satisfaction scores by implementing entertaining guest events and activities which resulted in maintaining a net promoter score above 90%
- Fostered the front office team by cultivating their confidence to problem solve guest issues with exceptional quality resulting in a stronger team dynamic built on trust with each other.

Education:

Columbia College Chicago – Bachelor of Arts - Theater

Graduated Cum Laude: May 2011