

# Austin Quattrini

## Resumé

Experienced Supervisor leading team members on-time job completion. Assign tasks, train employees, provide feedback, mediate interpersonal conflicts and implement company procedures. Excellent communication and listening skills.

Provide leadership and vision which drives teams to meet goals.

Energetic Supervisor successful at motivating and building positive team dynamics to accomplish aggressive goals. Dedicated to open,

communicative culture where employees feel empowered to contribute to company's success.

Reliable business professional with experience in project management, process improvement and financial analysis. Proven track record of successfully streamlining business operations and reducing costs.

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## Work History

2023-04 -  
Current

### Owner Support Supervisor

*Tahoe Beach & Ski Club, South Lake Tahoe, United States*

- Handle Owner complaints, resolved issues, and adjusted policies to meet changing needs.
- Assist Owners with their desired requests, which include, but are not limited to: Interval transfers, Deed-backs, Deed Modifications, and sales.
- Act as front line for new Owner engagements via phone call and email.
- Enter and modify Owner data in Resort's software system.

2021-04 -  
Current

### Executive Assistant

*Tahoe Beach & Ski Club, South Lake Tahoe, United States*

- Handle confidential and sensitive information with discretion and tact.
- Facilitate onboarding for incoming Resort staff.
- Conduct research and analyzed data to provide detailed reports on various business topics.
- Update spreadsheets and databases to track, analyze, and report on expense data.
- Filed paperwork and organized computer-based information.
- Evaluate employee performance and coached and trained to improve weak areas.
- Manage upgrade projects, such as Resort wide mattress replacement projects, Door Lock replacement Projects, and Soap Dispenser Programs.

2018-10 -  
Current

### Board Assistant

*Tahoe Beach & Ski Club, South Lake Tahoe, CA*

- Construct Board Packets for 4 quarterly Board meetings annually, which includes building agendas, compiling reports, presenting contracts and organizing them in meeting binders.
- Draft Meeting Minutes following each Board meeting and

## Contact

### Address

South Lake Tahoe, CA 96150

### Phone

6315123593

### E-mail

austinspurs8@gmail.com

## Skills

Training and mentoring



Staff Management



Business Administration



Adobe Acrobat



Budget Tracking



Strategic planning



Project Management



Meeting Organization



Customer Service



coordinating with Association's Board Secretary to have those minutes drafted and approved.

- Fulfilling Board requested reports and organizing, managing, and updating action items.

2017-11 -  
2018-09

### **Assistant Property Manager**

*Associa Sierra North, South Lake Tahoe, CA*

- Assisted in managing 12 Home Owner Associations.
- Kept accurate records of all resident and tenant correspondence.
- Kept records accurate, detailed and fully compliant with reporting requirements to meet state, local, and federal housing requirements.

2016-04 -  
2017-11

### **Front Desk Agent**

*Tahoe Seasons Resort, South Lake Tahoe, United States*

- Used internal software to process reservations, check-ins and check-outs.
- Greeted visitors and customers upon arrival, offered assistance, and answered questions to build rapport and retention.
- Oversaw fast-paced front desk operations and guests' needs at busy facility.

## **Education**

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2009-09 -  
2013-06

### **High School Diploma**

*Longwood Central School District - Yaphank, NY*

## **Accomplishments**

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- Achieved 2 promotions by working hard, expanding my skillset, and proving myself.
- Supervised Beach Attendant team of 3-4 staff members.
- Used Microsoft Excel to develop inventory tracking spreadsheets.
- Achieved, now company standard, Board Packet construction procedures by completing mastering the packets with accuracy and efficiency.

## **Certifications**

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2022-06

First Aid / CPR / AED