

Anna Mae Boubacar
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Education

Bachelor of Science | Old Dominion University | Expected Graduation: December 2026
Major: Information Systems and Technology (Cyber Security)

Associate of Applied Science | Tidewater Community College | Graduated: May 2022
Major: Information Systems and Technology (Cyber Security)

Technical Skills

Windows OS

Linux OS (TCC)

Microsoft Office Suite & Google Suite

Data Entry: Excel (Home, TCC, Career)

Printers: Setup, Network configuration & Troubleshooting

Routers: Setup, Network configuration, & troubleshooting

PC Software/Hardware Installation (Home training, TCC/ODU, Career)

Graphic Design (Home Training, TCC/ODU, Career)

Technical Experience

Hilton Garden Inn & Suffolk Conference Center, Suffolk, VA

Sales Department & Front Desk

May 2019 - Current

- Provide technical support to management staff, including printer troubleshooting, device support, and Microsoft Excel file management and organization
- Transferred files from director computers to external hard drives during two computer replacement projects to ensure data continuity

Office Depot, Suffolk, VA

Technology Specialist

June 2017 - May 2019

- Provided hands-on technical support for end users by diagnosing and resolving hardware and software issues across PCs, printers, and mobile devices; utilized remote diagnostic and troubleshooting tools (Support.com) to identify and resolve system issues; and performed hardware installations and upgrades, including SSDs, hard drives, RAM, and internal components
- Team Leader for mobile screen repairs and battery replacements on Apple Devices

Print Specialist

June 2018 - May 2019

- Operated production print systems to complete high-volume and custom jobs, including copies, blueprints, banners, books, and canvases, using Xerox production printers, bindery equipment, laminators, and graphic design software

Professional Experience

Hilton Garden Inn & Suffolk Conference Center, Suffolk, VA

Catering Sales Manager

August 2024 - Current

- **Salesforce Property Administrator**, perform audits of user profiles, menu pricing, and group bookings to ensure system accuracy, while also editing and relaunching proposal templates to reflect policy changes such as updated deposit requirements and revised operational rules
- Drive revenue growth by securing corporate, wedding, and social event business for groups (up to 700 guests), actively managing and exceeding progress toward a \$1.1M catering sales goal (2025) while maintaining momentum toward a \$1.2M goal for 2026
- Build and leverage high-value client and partner relationships to drive repeat and referral business while managing the full sales cycle from inquiry through planning, negotiation, closing, and post-event follow-up, serving as the primary stakeholder liaison between clients and internal teams to align expectations and execution while optimizing revenue through strategic pricing, yield management, and upselling opportunities
- Coordinate with banquet and food & beverage leadership to ensure accurate execution of Banquet Event Orders (BEOs) and alignment of event details

Catering Coordinator

May 2024 - August 2024

- Prepared event and room block proposals for groups (up to 150 guests), developed ballroom floor plans, and assisted operations with event setup and execution

Sales Administrator

October 2023 - May 2024

- Supported sales operations by managing inbound event and group room booking inquiries via phone and email, coordinated facility tours, handled small group meetings (up to 20 guests) in Salesforce, maintained General Manager's meeting schedule, prepared invoices, and managed office supply budget

Front Desk Agent

May 2019 - October 2023

- Managed front desk operations (OnQ & PEP), including guest registration, room assignments, payment processing, and coordination with housekeeping and maintenance teams to ensure a positive guest experience

Leadership Experience

Tidewater Community College, Portsmouth, VA

Connect2TCC Camp Assistant Instructor I

August 2022 – September 2022

- Provided classroom assistance and monitoring for summer instructors.
- Contributed to coordinating/facilitating summer workshops and activities
- Maintained accurate records and submitted corresponding reports to designated staff (attendance and participation records).

Student Government Association President & Student Ambassador

January 2018 – May 2022

- Aided and collaborated with TCC leadership, faculty, and staff during various programs and events; communicated responsibly by answering questions regarding all aspects of TCC (e.g., academic programs, student activities, campus life).
- Attend executive board meetings and bring awareness of student concerns for campus change
- Represent the college during college fairs, career fairs, school visits, graduations, and campus tours

Special Awards and Certifications

National Society of Leadership and Success, ODU

(Achieved: 11/2025)

Hilton Core Sales Skills (Achieved: 09/2025)

Hilton Community Hero Award (2023-2025)

CompTIA ITF+ (Completed: 10/2022)

Capture the Flag Competition (MetaCTF, 6th place: 2022)

TCC's Strategic Plan to develop 'Innovate 2026' (2021)

TCC Deans list (Achieved: 2020)