

## **Christopher Ryan Giles**

Email: [Chrisrygiles@gmail.com](mailto:Chrisrygiles@gmail.com) Contact: 713-320-2999

My journey began October 24, 1991 at the University of Arkansas at Pine Epsilon Chi where I took a pledge as a member of Kappa Kappa Psi for cultivation and promotion "For Better Bands". After my undergraduate journey came to a close, I wanted to find a way to continue the five point of the Star. While attending the 1999 National Convention in St. Louis, MO, a door opened which has allowed me to continue and support the fraternity I love dear. I became a Life Member and have contributed and supported our fraternity in many facets over ensuing years. I am a visionary thinker, and which allowed me to spearhead the start of the University of Arkansas at Pine Bluff Kappa Kappa Psi Tau Beta Sigma Southwest Regional Alumni Association. I am deeply humbled to serve as the chairman of the LAA.

The men and women who granted the opportunity to become a member of the Psi foster a common purpose of serving university and college bands. The dedication to serve the bands and purpose goes beyond collegiate level. The local and district alumni associations are now widespread and continue to serve in many different capacities. As a member of the AABOD would like to continue to take the Professional Development and the Mentorship Program to a level that is added to the District and National Convention level. Introducing the Professional Develop at a District or National Convention will increase participation on a platform of the AABOD.

I am ecstatic to seek re-election to serve again and to help elevate the ideas of the entire organization and have a positive forefront to all we serve. The continued passion I have for Kappa Kappa Psi that I have shown in my endeavors from undergraduate to alumni members. The five purposes that are so dear to us is a motto that is carried from bands to everyday life. I seek the opportunity to serve again in this capacity if granted. I continue to, "Strive for the Highest".

Christopher Ryan Giles

**Christopher Ryan Giles**  
Nashville, TN 37214

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cell: 713-320-2999

### **Education**

Texas Southern University **01/2013 12/2016**  
Bachelor of Art  
Major: General Studies  
Concentration: Social Work  
St Louis Community College at Forest Park  
Associate of Applied Science: Funeral Service Education

### **Professional Experience:**

**Sheraton Grand Downtown Nashville** **03/2022-Current**  
Assistant Front Office Manager

- Overall daily operation of the evening shift of the full-service hotel.
- Guest relation for all complaints and satisfactory factory responses.
- Ensure all Priority Club member request are met.
- Training of the front desk staff including not limited to all departments
- Manager on duty reports on day-to-day activity of the hotel.
- Cash and credit card handling.
- Guest ledger accounts are accurate.
- Incorporated Front office training manual and guideline
- Assist in group sales and organizing arrival of all groups
- Coach and counseling all non-management employees

**Westin Houston Medical Center** **07/2017-03/2022**  
Front Office Staff -Room Controller

- Overall daily operation of the AM shift of the full-service hotel.
- Guest relation for all complaints and satisfactory factory responses.
- Ensure all Priority Club member request are met.
- Training of the front desk staff including not limited to all departments
- Manager on duty reports on day-to-day activity of the hotel.
- Cash and credit card handling.
- Guest ledger accounts are accurate.
- Supply the bar with liquor that is needed for the bartender; any overrides or discount needed
- Assist in group sales and organizing arrival of all groups
- Coach and council, all non- management employees

**Lancaster Hotel** **11/2018-09/2020**  
Front Office Staff

- Front desk duties
- Overall daily operation of the evening shift of the full-service hotel.
- Guest relation for all complaints and satisfactory factory responses. .
- Cash and credit card handling.
- Assist in group sales and organizing arrival of all groups

**LeMeridien Houston Downtown**  
Front Office Staff

**07/2017-09/2021**

- Lobby Ambassador
- Overall daily operation of the evening shift of the full-service hotel.
- Guest relation for all complaints and satisfactory factory responses.
- Ensure all Priority Club member request are met.
- Training of the front desk staff including not limited to all departments
- Manager on duty reports on day-to-day activity of the hotel.
- Cash and credit card handling.
- Guest ledger accounts are accurate.
- Supply the bar with liquor that is needed for the bartender; any overrides or discount needed
- Assist in group sales and organizing arrival of all groups
- Coach and council, all non- management employees

**Crowne Plaza near Sugarland and Northwest**  
Houston, TX  
Front Desk Manager and Evening Manager on Duty

**10/2016-7/2017**

- Overall daily operation of the evening shift of the full-service hotel.
- Guest relation for all complaints and satisfactory factory responses.
- Ensure all Priority Club member request are met.
- Training of the front desk staff including not limited to all departments
- Manager on duty reports on day-to-day activity of the hotel.
- Cash and credit card handling.
- Guest ledger accounts are accurate.
- Supply the bar with liquor that is needed for the bartender; any overrides or discount needed
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**Comcast NBC**  
Houston, TX  
RCOE Repair Customer Care II

**06/2015-09/2016**

- Demonstrated functional skill to troubleshoot and resolve technical problems and other general account inquiries over the phone in a single customer interaction to maximize the customer experience, with demonstrated ability to articulate relevant information and directions in an organized and concise manner.
- Followed established troubleshooting procedures, including use of appropriate resources and desktop tools.
- Produced work order according to established business rules.
- Demonstrated ability to establish and maintain effective relationships with customers.
- Effectively gains the customer's cooperation to work through the troubleshooting process, ensuring customer problem resolution.
- Corrected discrepancies on customers' accounts, and researches service disruptions as necessary.
- Followed established escalation procedures to expedite prompt resolution.
- Acted as a product consultant, articulating product features and benefits and making recommendations based on customer needs/interests; identifying buying signals and asking for the sale, reselling current value or right-size, delivering a quality customer experience.
- Demonstrated functional skill in communicating and explaining basic account information to the customer with focus on first-call resolution.
- Ability to multitask between multiple tools and systems (knowledge base, team meetings, supervisor) and apply information and knowledge to customer situations.
- Demonstrated awareness of company policies and procedures while applying sound judgment within scope of their empowerment and follows guidelines for Customer Proprietary Network Information (CPNI) and Personal Identifiable Information (PII).
- Educated and promoted self-service options.

January 12, 2023

Daniel R Miller  
Partner  
daniel.r.miller@klgates.com

Brothers of the Kappa Kappa Psi Alumni Association  
c/o Adam Cantley, Kappa Kappa Psi Board of Trustees  
PO Box 849  
Stillwater, OK 74076

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Brothers,

Our Kappa Kappa Psi Alumni Association (“KKΨAA”) is a truly special organization that offers every alumni, life, and honorary brother amazing opportunities to continue serving the fraternity we love and the college band programs it supports. As a member of KKΨAA, you are a part of something worthy of our shared time and energies, and I want to thank you for your continued commitment to the values and mission of Kappa Kappa Psi.

In the coming months, we will vote to elect the 2023-2025 Kappa Kappa Psi Alumni Association Board of Directors (“AABOD”). Having served on the AABOD for four years, I have a deep appreciation for this board’s efforts on our behalf. The members of the AABOD are constantly working to improve communication to KKΨAA members, to recognize outstanding alumni, life, and honorary brothers, to build stronger connections among our brotherhood, to develop new programs and opportunities for our members, and to promote band service and musicianship in accordance with our fraternity’s purposes.

It is with great pleasure that I write to you on behalf of **Christopher Ryan Giles** as he seeks to serve on the AABOD for a second biennium. When I was serving as a member of the AABOD and first met Christopher, I was struck by his passion for the fraternity and the Kappa Kappa Psi/Tau Beta Sigma University of Arkansas at Pine Bluff Regional Alumni Association. Christopher, who currently serves as Chairman of this joint local alumni association, made it a point to introduce me to as many members of this group as he could find, and they shared their hopes, plans, and palpable enthusiasm for their recently-formed group.

Since the 2019 National Convention, I’ve been heartened to see how Christopher’s work with his local alumni association has benefited their community and our broader brotherhood. In particular, I admired how Chris and the Kappa Kappa Psi/Tau Beta Sigma University of Arkansas at Pine Bluff Regional Alumni Association hosted two panel discussions regarding the effects of the COVID-19 pandemic on mental health. These types of conversations matter so much, and the affirmative inclusion of social workers, mental health professionals, and COVID-19 survivors made these conversations both insightful and outstanding exemplars of the types of meaningful programs that our alumni organizations at every level can offer.

As a member of the AABOD this biennium, Chris has shown his ability to work on behalf of all alumni, life, and honorary brothers of Kappa Kappa Psi. As Professional Development Director, Chris has worked to create programming, including a variety of web-based presentation panels, that afford alumni, life, and honorary brothers of our fraternity with unique insights and perspectives related to career advancement and changes. Chris has also helped to lead the AABOD's work in its new Professional Development Grant program.

Our KKΨAA needs, and will always need, leaders who are focused on helping our alumni, life, and honorary brothers. Chris's work with the Kappa Kappa Psi/Tau Beta Sigma University of Arkansas at Pine Bluff Regional Alumni Association and his current role on the AABOD highlight his ability to lead through service, and I believe that this quality would allow him to continue his service as a member of the AABOD.

AEA,

A handwritten signature in black ink, appearing to read "Daniel R. Miller". The signature is written in a cursive style and is positioned above a horizontal dashed line.

Daniel R Miller  
Kappa Kappa Psi Life Member #3966  
Former Member (2015-2017) and Chair (2017-2019),  
Kappa Kappa Psi Alumni Association Board of Directors  
Partner, K&L Gates LLP

Roderick Johnson  
259 Timber Creek Lane  
Marietta, Ga. 30060

December 22, 2022

Kappa Kappa Psi/ Tau Beta Sigma National Headquarters  
401 East 9<sup>th</sup> Street  
Stillwater, OKLA. 74074

Dear Grand Board of Directors,

It is with great pleasure that I resoundingly recommend Brother Christopher Giles for the Alumni Association Board of Directors. I have known Brother Giles for ten years and know him to be a stand-up person in all facets of his character, he would be a welcome addition to the board. Since his initiation into the Epsilon Chi Chapter of Kappa Kappa Psi in the Fall of 1991, Brother Giles has been a tireless advocate in his promotion of, "Better Bands." While yet an undergraduate, Brother Giles served his chapter as secretary, event coordinator and vice president, all while leading the University of Arkansas at Pine Bluff's Marching Musical Machine of The Mid-South as head drum major.

Since graduation, Brother Giles has been a staunch advocate for diversity and inclusion throughout all levels of organization within our fraternity. He has continued his service in the following capacities: Chairperson of UAPB Kappa Kappa Psi Tau Beta Sigma Regional Alumni Association founded April 2019, Christopher also serves our grand body as a member of our National Nominations' Committee since November of this year. Additionally, in response to the global pandemic, Christopher was instrumental in the creation of a virtual symposium addressing its effects on musical educators and professionals as well its overall impact on mental health.

In addition to his obvious leadership skills, Brother Giles will bring to the Board of the Directors, an innovative vision, creative ideas and a spirit of collaboration in uplifting and promoting collegiate bands throughout the nation.

Musically Yours,

Brother Roderick Johnson

Spring, 1983 Initiate of HH Chapter/ Life Member