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Objective

Business management graduate and hotel operations professional with 5 years management experience seeking to leverage my skills and experience into a financial analyst role within XYZ Current Company

Summary

- Driven team leader with proven history of success
 - Experience using Office products in data analysis, report building and in communication with senior leadership
 - Ability to see day-to-day operations as part of a whole
 - Strong desire for upward mobility
 - Excellent customer service and guest relations with experience in entertainment/hospitality industry
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Education

University of Nevada Las Vegas

B.S. Management - 2014

Relevant Experience

XYZ Fraternity // Vice President of Internal Operations

- Oversaw and helped allocate annual budget of over \$90k
 - Helped revitalize recruitment, athletic, philanthropic and marketing efforts resulting in chapter's first International Chapter Excellence Award
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Professional Experience

- 2 years experience working with data tracking/analysis in Microsoft Office
 - 6+ years management/supervisory experience
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Employment History

4000 Room Hotel & Casino // Front Desk Manager// Hotel Operations Manager // July 2015 – Present

- Assisted in managing the overall hotel operation amongst management team of 15, maintaining guest service expectations, hotel inventory and sufficient staffing levels
- Served as Hotel Operations Manager on duty (HOM) in absence of HOM's
- Assisted in managing staff of over 100 Front Desk Agents, including holding monthly team member performance meetings
- Served as acting HOM on overnight shift, including overseeing nightly audit, compiling and communicating nightly reports to upper management and managing bell desk and valet areas
- Directly responsible for creating, maintaining and communicating multiple reports to senior leadership including Early Departure Revenue Analysis, Guest Data Capture Analysis, Employee Performance Analysis Report cards and KPI service reports
- Assisted in creating and maintaining up sell revenue growth strategy, determining sufficient room and suite pricing model leading to an all-time high increase in revenue for the property
- Mastery of Opera Hotel Management Software

5000 Room Hotel & Casino // Front Desk Agent // June 2012-April 2014// Assistant Front Desk Manager // April 2014-July 2015

- Oversaw front desk operations, maintaining guest service expectations, hotel inventory and sufficient staffing levels
- Helped manage staff of over 120 Front Desk Agents, including holding monthly team member performance meetings
- Performed all necessary Hotel Operations Manager (HOM) duties on overnight shift
- Part of a management team which increased employee satisfaction survey results to become one of MGM Resorts International's most improved departments
- Part of a management team which successfully led and implemented an initiative to increase GEM Guest Survey Friendliness Scores to an all time high for the department
- Responsible for developing and implementing training mentor program for newly hired front desk agents, creating training material, overseeing the front desk integration process and providing relevant and consistent performance feedback
- Mastery of Opera Hotel Management Software

Rave Cinemas // Supervisor March 2009-June 2011 // Assistant Manager June 2011– June 2012