

First Last

Director of Rooms / Hospitality Leader

Highly experienced **Hospitality Leader** provides a culture of success with **10 years of proven leadership skills**. Creates an environment of positive service delivery, efficient systems management, and dedicated associate development. Establishes and maintains close relationships with all departments to **ensure maximum cooperation, productivity, morale, and quality guest services**. Provides track record of success in developing initiatives to **reduce costs, increase revenues, and streamline operations**.

Recent Certifications

Hospitality Certification - Florida International University
Covid-19 Contact Tracing - John Hopkins University
Community Emergency Response Team - City of Miami Beach

Hospitality Experience

2010 – Present

DIRECTOR OF ROOMS

COMO Hotels and Resort – *Miami Beach, FL*

DIRECTOR OF ROOMS

HEI Hotels and Resorts (Conrad Miami Hotel) – *Miami, FL*

DIRECTOR OF ROOMS

Standard International (Standard Spa) – *Miami Beach, FL*

PRE-OPENING FRONT OFFICE MANAGER

SBE Group (SLS Brickell Hotel and Residences) – *Miami, FL*

FRONT OFFICE MANAGER

SBE Group (The Raleigh Hotel) – *Miami Beach, FL*

FOOD AND BEVERAGE MANAGER

Highgate Hotels (Hilton Cabana) – *Miami Beach, FL*

PRE-OPENING DIRECTOR OF FRONT OFFICE

Highgate Hotels (Hilton Cabana) – *Miami Beach, FL*

DIRECTOR OF FRONT OFFICE

Hilton Garden Inn – *Miramar, FL*

GUEST CARE MANAGER

Hilton Garden Inn – *Miramar, FL*

RESTAURANT MANAGER

Courtyard by Marriott – *Miami Beach, FL*

Areas of Expertise

Revenue Management
Quality Assurance
Customer Service
Maximizing Room Revenue
Employee Development

Skills

Leadership
Organizational
Communication
Teamwork
Problem Solving
Attention to Detail

Areas of Management

Front Office
Housekeeping
Engineering/Maintenance
Retail/Boutique
Security/Loss Prevention
Wellness/Spa
Valet Services
Annual Budgets
Operational Plans
Policies/Procedures
Hiring Practices

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Current Operations | Performance

- ✓ **Leader of property operations** in General Manager's absence.
- ✓ On property planning committee; **develop and implement initiatives** to ensure proper delivery of guest and employee needs.
- ✓ Ensure all COMO standards (**Forbes and LQA**) are updated, communicated, and delivered.
- ✓ Develop and maintain operating budget for **rooms division**.
- ✓ COMO currently **ranked #17 out of 225** (top 7.5%).

Past Operations | Performance

- ✓ Maintained **all guest experience tools**; comment cards, online reviews and responses (TripAdvisor, Salt, etc.)
- ✓ Ensured labor and **productivity goals were met** daily, weekly, and monthly.
- ✓ Coordinated pre-arrival for all VIPs in conjunction with VIP Coordinator and Concierge Team.
- ✓ Assisted with training for all hotel systems; **KIPSU, HOTSOS, ONQ, PMS, Birthstreet, ADP Timesaver**.
- ✓ Coordinated and established training matrix and schedule for front office staff.
- ✓ **Resolved customer complaints**; reviewed and monitored complaints, operational issues, business flow, and associate performance to ensure high levels of customer satisfaction.
- ✓ **Reviewed financial statements**, sales and activity reports, and other performance data to measure productivity and goal achievement; **determined areas needing improvement**.
- ✓ Assisted in **menu planning** and preparation.
- ✓ Analyzed rate variance, monitored credit reports, and maintained close observation of daily house count.
- ✓ **Handled and oversaw all accounting**, billing, and accounts receivable.
- ✓ Maintained employee files and **processed payroll and benefits**.

Achievements

- ✓ Integral part of **TripAdvisor success**; hotel was **ranked #28/206** in March 2017 and **#10/206** in December 2017 in Miami Beach. (Standard International).
- ✓ Developed and implemented **first ever SLS Services Department**. (SBE Group).
- ✓ Coordinated and established training matrix and schedule for **150+ hotel staff members**. (Highgate Hotels).

Education

MASTER'S DEGREE – Hospitality Management (in progress)
BACHELOR'S DEGREE - Hospitality and Tourism

Florida International University
Florida International University