

Qualification Summary

Award-winning executive with proven experience in drive hotel and guest service success and propelling boosting multimillion-dollar annual revenues.

Accomplished and top-performing director with experience of over 15 years in directing all facets of hotel management, stimulating maximum levels of guest service and satisfaction, elevating profit margins, reducing operating expenses, and leading profit and loss operations in high growth and established corporate environments. Accelerated record of optimizing hotel performance, receiving numerous awards throughout career tenure, and leading all operational and fiscal activities. Demonstrated proficiency in fostering staff performance, delivering high-level customer services, attracting global customers, and aggressively enhancing hotel productivity. Demonstrated expertise in meeting and exceeding targets, leading cross-functional teams, identifying areas for growth, and streamlining processes. A diligent leader and resourceful team builder with robust skills in dealing effectively with all levels of organization, customers, and internal and external stakeholders.

Areas of Expertise

- Hotel Operations Management
- Revenue & Profit Optimization
- Finance & Budget Optimization
- Business Development & Growth
- Customer Service Management
- Strategic Planning & Execution
- Process & Performance Improvement
- Cost Minimization & Control
- Workforce Training & Leadership

Accomplishments

- Earned top-level customer service scores within the Hilton Brand by providing personalized customer services and meeting and training staff on efficient delivery of customer services.
- Amplified associate loyalty index from 78% in 2014 to 91% in 2017 by delivering remarkable support and services.
- Earned certificate of excellence TripAdvisor “Top 25 Hotels in Panama” 2017 Condé Nast Reader’s Choice Awards “#3 Top Fifteen Hotels in the Caribbean & Central America” 2017 by enhancing hotel performance.
- Propelled total revenues by 32% at Oceanside Hotel Resort and by 111% at Banyan Tree Cabo Marques in 24 months by leveraging successful business opportunities and generating new business leads.
- Generated GOP by 5,400+% at Sunset Bay Hotel Resort and by 50% at Oceanside Hotel Resort in 24 months by delivering high-level customers services, offering better booking experience, and selling hotel products.
- Accomplished highest internal audit and HR audit scores within the region by improving company existing process and recruiting highly skilled staff members.
- Maximized market share from 106 REVPAR index in 2005 to 145 in 2010 by serving as a REVPAR Index leader. Achieved Hilton’s all green award in 2007 through realizing an all-green scorecard.
- Accomplished actualized REVPAR growth of 11.5% for 2012 against 2011 by decreasing cancellation rate and executing different pricing strategies.
- Realized year on year total revenue growth of 10% by increasing social media awareness and implementing revenue-generating strategies.

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Career Experience

Hotel Management Consultant, Orlando, FL

2019 – Present

Attain optimal outcomes by devising and executing progressive operational SOP's, training and incentive programs and delivering profitable consultancy services to management.

- Safeguarded debt financing and ensured smooth and efficient execution of construction of the project's first phase, including 64 keys boutique resort by liaising with CFO/Partner.

Interim Opening General Manager/Managing Director, Oceanside Hotel Resort, Orlando, FL

2015 – 2018

Maintained delivery of robust flow-thru annually by decreasing expenses by \$1M and formulating and executing cost-effective strategies. Transformed residential building component administration to 3rd party administrator and directed RevPar Index leader in the market delivering 150+. Ensured world-class opening of Trump International Rio De Janeiro by overseeing all operations, such as monitoring operations, instructing staff on best working practices, and maintaining comfortable environment. Coordinated 1100 units with hybrid building model, such as +689 residential component, casino, retail space, office space, 369 unit condo hotel, (5) F&B Outlets, and 21K sq. ft. of meeting space.

- Enhanced brand and guest service scores by designing and executing strong practices, maintaining physical product, and revitalizing company operations while adhering to brand standards, and training.
- Received appreciation from management by winning multiple awards, such as The American Academy of Hospitality Sciences "Five Star Diamond Award" 2017 and HOTELS.com "Loved By Guests" 2017 through demonstrative utmost dedication and commitment towards work excellence.

Area General Manager, Miami Hotel Group, Miami, FL

2013 – 2015

Directed operational leadership of two Resorts, such as Oceanside Hotel Resort, Riviera Sands and Sunset Bay Hotel Resort. Served as Territory Manager for all business development in the Americas for Miami Hotel Group properties including resorts in Acapulco and The Virgin Islands.

- Boosted Associate Index survey scores from 83.9% to 87.3% at Oceanside Hotel Resort and 82.2% to 88.10% at Sunset Bay Hotel Resort.
- Strengthened owner relations at both resorts and developed positive relationships with the individual owners of the residential units at Oceanside Hotel Resort
- Gained customer satisfaction and loyalty by consolidating leadership teams at both resorts and providing progressive roadmaps to staff.

Educational Background

General Manager Program, Hotel Training, Orlando, FL

ABC College, Hospitality Administration/Management

CFBE, American Resort Management

Affiliations

Scholarship Program for Union Employees

Hotel Community Adopted a Local Orphanage

Back to School Contest for Hotel's Team Members