



Objective:

Interested in bringing my years of hospitality management and customer service experience to the organization in a capacity where my skills and work experience can be used to make a valuable contribution to your company's success. Results orientated professional dedicated to achieving organizational goals with the ability to interact effectively with all levels.

Profile:

10+years of hospitality management and customer service experience. Results orientated professional dedicated to achieving organizational goals with the ability to interact effectively with all levels. Thrive in high-pressure environments; passion for food and flawless service

- Extensive background and passion for customer service and operations
- Excellent communication skills; building and maintaining positive relationships with staff and guests
- Proven ability in leadership positions
- Technically proficient in numerous business applications and tools, networking and wireless technologies

Experience:

June 2008 -Sept 2009 Director of Outlets/Restaurants-Radisson Hotel Merrillville, IN

Radisson Hotel has 340 rooms and suites with \$8.5M food and beverage revenue. High volume top quality operation with nightly entertainment, 30,000 square feet of meeting and banquet space.

- Oversaw and directed six outlets and a team of 11 Managers and Supervisors
- Outlets included two restaurants, three bars, Starbucks franchise, Comedy Club & 3,400 seat amphitheater, Star Plaza Theater (*food & beverage concessions*)
- Managed the development of new Comedy Club, Wisecracker's
- Managed the design/development of new 50 seat patio, Beer Garden Irish Pub

Feb 2005 -May 2008 Restaurant General Manager-Renaissance Hotel Plantation, FL

Renaissance Hotel has 250 rooms and suites with \$2M food and beverage revenue

- 2006 Top Operations Award Winner for Marriott
- Improved GSS Scores from 71% to 86% for "Restaurant Dining Experience", "In-Room Dining Service" and "Breakfast"
- Bin 595 Zagat rated "Excellent" - Bon Appetit Magazine's "Top 20 Restaurants of South Florida"

July 1999 -Feb 2005Assistant General Manager-Wolfgang Puck Worldwide Inc. Sunrise, FL

Chef Wolfgang Puck's is a high volume 360 seat operation with \$7M food and beverage revenue

- Directed daily operations of restaurant
- Directly responsible for staffing, scheduling and managing
- Responsible for purchasing and inventory of beverage



Experience Continued:

Oct 1998 – July 1999 Restaurant Manager-Wilkinson’s Seafood New York, NY

Fine dining 100 seat operations with \$1.2M revenue and Award Winning Wine list

- Oversaw nightly operations, responsible for closing night shifts
- Managed and trained staff
- Responsible for weekly payroll

Education/Certification:

- Associates of Arts - Business Administration
- Marriott Certified Beverage Manager
- Marriott Certified Menu Engineer
- Certified T.I.P.S. Facilitator
- Certified SERVSAFE Facilitator
- Microsoft VISTA
- MICROS 3.0/Net Vu

References available upon request.