

Meghan Twillie

Hotel Manager

Details

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(531) 976-1952

123 Adobe Lane, Albuquerque, NM 87102

Profile

Dedicated Hotel Manager with a proven 5-year track record of driving customer satisfaction, increasing revenue, and enhancing operational efficiency. Adept at implementing innovative strategies to optimize guest experience, build strong teams, and maintain high-quality standards. Demonstrates exceptional leadership and problem-solving skills, ensuring a seamless guest experience and a positive work environment.

Employment History

Hotel Manager at Hilton Santa Fe Historic Plaza, NM

May 2023 - Present

- Successfully increased the hotel's annual revenue by 15% in 2019, resulting in an additional \$1.2 million in sales, by implementing targeted marketing campaigns and improving guest satisfaction ratings.
- Effectively reduced staff turnover by 25% within two years, through the introduction of comprehensive training programs, employee recognition initiatives, and competitive compensation packages, leading to a more stable and skilled workforce.
- Achieved a 20% increase in average daily room rates within 18 months by implementing a dynamic pricing strategy and focusing on attracting higher-value clientele, contributing to a significant boost in overall profitability.
- Led the hotel to win the prestigious Hilton Brand Award for Excellence in Customer Service in 2020, as a result of consistently high guest satisfaction scores and positive feedback on various online review platforms.

Assistant Hotel Manager at Hyatt Regency Albuquerque, NM

Aug 2018 - Mar 2023

- Successfully increased overall guest satisfaction scores by 15% within one year by implementing new training programs and enhancing communication between departments.
- Boosted annual revenue by 10%, or approximately \$1.2 million, through strategic marketing initiatives, upselling techniques, and effective cost management.
- Reduced employee turnover rate by 25% within the first two years by creating a more supportive work environment, offering competitive benefits, and providing opportunities for professional development.
- Spearheaded a major renovation project that included upgrading 300 guest rooms, resulting in a 20% increase in bookings and positive feedback from both new and returning guests.

Education

Bachelor of Science in Hospitality Management at University of New Mexico, Albuquerque, NM

Sep 2014 - May 2018