

Dedric Orn

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EXPERIENCE

HOSPITALITY SPECIFICATIONS MANAGER

Detroit, MI

07/2016 – present

- Work with specifiers to expand Lutron total light control in all areas of the building
- Communicate proactively with sales teams across BU segments, territories and account management teams within organization
- Work on closure of the specified project either directly or with the teams in respective territories
- Develop strong relationships with regional specifier accounts to become the go-to-person for total light control
- Generate specifications, BOM, technical drawings for complete tender documents
- Drive Lutron sales growth to exceed plan targets
- Foster new specifier/influencer relationships to generate incremental sales

HOSPITALITY SERVICES MANAGER

Detroit, MI

03/2014 – 03/2016

- Assists manager with coordination with Building Security to provide access to visiting guests, vendors, etc
- Performs daily walk through of floor to ensure cleanliness and properly working equipment in conference rooms
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- Manages the Front office and Bellstaff departments within established departmental budgets
- Work with all involved operating vendors/departments to ensure smooth service delivery
- Establishes, implements, and follows all emergency procedures
- Responsible for ordering, storing and inventory of all supplies necessary to perform daily operations

HOSPITALITY MANAGER

Boston, MA

10/2010 – 01/2014

- Continuously strive to develop FOH team members by giving timely, honest and ongoing coaching through one-on-ones and performance evaluations
- Constantly develop and improve all aspects of service in reception, concierge and meeting areas
- Be responsible for the recruitment and development of the team (assisted by HR)
- Review interior staff's performance in writing & in person every 6 months w/ the Executive Estate Operations Manager
- Assisting the Executive Estate Operations Manager and Captain with hiring
- Assisting the Executive Estate Operations Manager and Captain with scheduling of the service staff to ensure proper coverage
- Manage costs to ensure best value is achieved

EDUCATION

LOYOLA MARYMOUNT UNIVERSITY

Bachelor's Degree in Hospitality Management

SKILLS

- Excellent interpersonal skills; ability to build, manage and influence virtual teams
- Strong partner focus, including experience with partner marketing
- Excellent influencing, consensus-building and conflict-resolution skills
- Mastery knowledge across marketing mix and vehicles
- Ability to interface effectively with all levels of management and functional disciplines
- Mastery knowledge of marketing principles, practices, tactics and tools and customer insights in specific industry or customer segments
- Excellent negotiating skills
- Excellent written/oral communications and analytical skills
- Recognized subject matter expert and thought leader in industry/segments and HP offerings/strategies