

Objective

Dedicated manager with a strong work ethic and the ability to build lasting guest relationships. Experienced in operations management, budget development, sales, staffing and cost control. Adept at communicating with customers, vendors and staff. Able to motivate employees to perform to their maximum potential.

Skills

MS Word Suite, SCT Banner.

Work Experience

Sr. Interim General Manager

ABC Corporation - April 2008 – August 2009

- Successfully augmented a variety of market segments including travel and leisure as well as business and government to assure highest occupancy.
- Supervised sales staff in telemarketing and outside sales.
- Negotiated corporate and governmental group rates.
- Developed a marketing plan for the hotel.
- Created advertisements for various media and interacted with media representatives.
- Maintained the highest standard of services to the guests, including maintenance and cleanliness for the guests rooms and associated facilities.
- Managed property operations on a daily basis to assure optimum performance and continual improvement in guest service, employee professionalism and performance, sales.

Interim General Manager

Delta Corporation - 2006 – 2008

- Managed the computer network and all maintenance contracts.
- Ensured the incubator facility is maintained properly and all maintenance and repairs were executed in a timely and cost effective manner.
- Administered the contractual process for maintenance and janitorial services.
- Served as liaison to the City of Alexandria for facility maintenance.
- Assisted in Client relations, Kept accurate records on incubator clients.
- Provided assistance/counseling to incubator clients.
- Assisted with client entrepreneurial training and workforce development.

Education

Master of Public Administration in Public Administration - (Southern University A&M College - Baton Rouge, LA)