

David R. Kuboshige

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Experience:

Revenue Management, Remote Solutions

August 2015 - Present

Revenue Manager

Responsibilities include maintaining transient rooms inventory, management system, and make pricing and positioning recommendations for maximizing transient revenue for a portfolio of hotels.

- Q1 2018 Hall of Fame winner
- #1 in system adoptions globally in 2017
- 5.1% RevPar growth across hotel portfolio in 2017 achieved through full system adoption
- Developed time saving tools for the department including: The Actualizer (Inventory management tool,) Sales strategy tool (strategy alignment tool,) the SMART Packet (early user, subject matter expert, department trainer and bugfix/feature programmer,) and the IO & GPO Clicker (Automated systems tool for running IO and GPO shops – The IO clicker allowed hotels to utilize regular IO runs during their dress rehearsal period and the ability to increase IO frequency for high impact hotels after launch.)
- Organized various smaller pilots and user tests within current team for potential tool expansions focusing regular feedback for more effective tools targeting. (Currently testing different GPO test sell formats, Group release tool, Inventory tracking and SMART expansions.)
- Tools thinktank member - Starwood and Marriott thinktank for integrations processes and department tools

Event Specialist - Residence Inn Tempe Downtown, Tempe Arizona

July 2014 - Aug 2015

Responsibilities require handling multiple tasks and stakeholders simultaneously, exacting effective communication with in house co-workers, off-site Marriott contacts, owners and clients while driving results within an assigned timeframe

- Developed room type mapping, local business map/guide, group/event organization and internal group/event tracking. Lead to increases in guest satisfaction and the achievement of #1 Tempe hotel on Trip Advisor
- Restored Accounts Receivable through invoice tracking, discrepancy resolution and variance reporting for 75 active direct bill accounts. Successfully collected \$20,000 in bad debt and established a system of organization for streamlining reservations, invoicing and detailed record keeping for effective future collection and tracking.
- Succeeded in managing 187 major groups and events during the first 8 months as an Events Specialist. This included timely communications, the full management of groups/events in FOSSE and MARSHA, implementation of unique contracts, pricing, forming and executing accurate Banquet Event Orders and time sensitive billing completion. The hotel surpassed group and events revenue goals for 2014 and trained new Events Manager in early 2015.
- Earned SP rating in most recent performance review, including 3 K ratings.

Guest Service Representative

August 2013 – July 2014

- Recruited as a core member of the exclusive team that executed the opening of a brand new high rise urban hotel.
- Awarded hotel's very first "Employee of the Quarter" honor in December 2014 & SP performance rating, including a K in adaptability in first review.
- Front office lead in development of key processes for inventory balancing according to hotel revenue strategy. Gained extensive experience into key hotel indicators including straight line availability and strategic upgrade patterns.

Cinemark, Orem Utah

April 2010-January 2012

Manager – Resource Management, finances, employee reviews, conflict and problem resolution

Provo Marriott Hotel & Conference Center, Provo Utah

October 2007-July 2008

At Your Service Operator – Surpassed guest satisfaction yearly goal by 9%, customer interface through guest services and the execution of guest work orders to satisfactory completion

Education

University of Phoenix – BS in Marketing and Economics

Graduated May 2013

Special Skills

- Proficient in various Marriott systems including: FOSSE, MARSHA, One Yield, HPP, MRDW, MarRFP, SFA, GPO
- Tech Savvy and an adept with computers - additionally well versed in MS Office and VBA development
- Fluent in reading, speaking, and writing Spanish.

Accomplishments and Service:

- Pursuing full stack developer certification - graduation expected Sep 2018
- Volunteer Service Mission - Tucson, Arizona - 09/04 – 09/06
- Head Start Program for Children, Hospital Services Support and Ronald McDonald House Volunteer