

Xavier Rios

Meeting Connections Sales Manager - Hyatt Regency Orlando Int'l Airport

Oviedo, FL

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Authorized to work in the US for any employer

WORK EXPERIENCE

Sales Manager

Hyatt Regency Orlando Int'l Airport - June 2013 to Present

- Manage 100+ client accounts within the Northeast, Central, West Coast, and International markets
- Negotiate contracts and exceeded 100% of my individual quota on a quarterly basis
- Exercise the authority to approve and make decisions on all contract terms
- Demonstrate an impressive commitment to customer service, prospecting and gaining new customers, while still providing premium services to existing accounts
- Develop and execute individual sales roadmap on a quarterly basis
- Responsible for customer acquisition and event proposal evaluation prior to contract award
- Led our team to a Top 10 finish for 3rd party business inquiry response time and conversion execution
- Helped grow multiple accounts from small/medium market into large market and catering bookings that led to several more revenue streams
- Work cross functionally across departments to manage customer expectations and ensure long term retention

Sales Administrative Assistant

Hyatt Regency Orlando Int'l Airport - August 2012 to June 2013

Assisted the sales and catering team to meet deadlines and customer expectations

- Generated contracts, proposals, and addendums on behalf of assigned sales managers
- Created and maintained complex sales reports
- Obtained phone leads, and responded to electronic leads through StarCite, Cvent, and eProposal

Front Desk Agent, Night Auditor

Hyatt Regency Orlando Int'l Airport - July 2011 to August 2012

Delivered first class customer service for guests in a fast paced environment

- Reviewed high profile guest itineraries and maintained guest profiles in CRM tool
- Trained new hires on multiple reservation, packaging, and guest service systems
- Provided in-house reservation assistance to meeting planners and 3rd party reservation companies
- Extensive knowledge of basic accounting methods

Sales Associate

Rawlings - March 2009 to July 2011

- Relationship liaison between Rawlings and Disney for daily operations and order fulfillment
- Provided sales techniques, training, and mentoring to new hires

EDUCATION

Certification in Lifftoff Sales Training

Hyatt Hotels Corporation - San Antonio, TX

2013 to 2013

BS in Hospitality Management

University of Central Florida - Orlando, FL

2012

ADDITIONAL INFORMATION

Microsoft Office Suite including Word, Excel, Outlook and PowerPoint

CRM Applications: Envision, OPERA, Counterpoint POS, Reserve CRM,

Bilingual: English and Spanish