





KAI MERCER

ASSISTANT GENERAL MANAGER

CONTACT

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Las Vegas, NV 
[LinkedIn](#) 

EDUCATION

Bachelor of Science
Hotel Administration
University of Nevada, Las Vegas
2010 - 2014
Las Vegas, NV

SKILLS

Trello
Salesforce
Microsoft Excel
Slack
QuickBooks
Workday
SAP ERP
ADP Time & Attendance
Marketo
Oracle ERP Cloud

WORK EXPERIENCE

Assistant General Manager

The Venetian Resort

2020 - current / Las Vegas, NV

- Handled a team of +16 staff, **resulting in a 21% increase in employee satisfaction** and retention rates according to monthly surveys.
- Introduced a Trello-project management system, improving operational efficiency by 34%.
- Led marketing campaigns that enhanced the resort's online presence, achieving an average of 4.4/5 star rating on TripAdvisor.
- Negotiated contracts with suppliers and saved the Venetian Resort \$137K in annual logistics costs.

Shift Supervisor

Subway

2017 - 2020 / Las Vegas, NV

- Supervised a team of 12+ staff members in daily peak hours, ensuring efficient and quality customer service.
- Used ADP Time & Attendance software to **reduce payroll errors by 36%** and saved 3.5 hours of administrative work per week.
- Achieved a 92% accuracy rate in scheduling using Workday while ensuring 97% coverage during peak business hours.
- Managed majority of conflict resolutions, reducing customer complaints by 43% within three months.

Sales Associate

Macy's

2014 - 2017 / Las Vegas, NV

- Pioneered the store's first summer discount campaign using Marketo, generating \$39K in monthly sales revenue, and improving annual profits by 4.8% as a result.
- Organized 7+ successful in-store events and promotions, bringing an average of 124 attendees for each event.
- Managed a customer database of 972+ clients using Microsoft Excel, ensuring accurate and up-to-date information.
- Consistently contributed to inventory management and stock replenishment tasks, **maintaining an accuracy rate of 93%**.