

# José Antonio Chávez González

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## OBJECTIVE

To obtain a position where I can apply all the knowledge obtained during work experience and improve my skills.

## EDUCATION AND DIPLOMAS

**September 2018 – Current**

- **Tecnologico de Monterrey, Mexico**  
Online course in Finance

**September 2010 – June 2011**

- **KENDALL COLLEGE- Chicago, IL, USA**  
Bachelor of Arts in Hospitality Management

**July 2006 – December 2008**

- **LES ROCHES HOTEL MANAGEMENT SCHOOL –Bluche, SWITZERLAND**  
Swiss Hotel Association Hotel Management Diplome

## WORK EXPERIENCE

**April 2018- Current**

### **Sales Manager**

#### ***CYELSA Construction Company in Cancun***

- In charge of the sales of the construction materials.
  - Create reports of sales vs expenses.
- Create long lasting relationships with clients.
  - Payroll.
- Approval of PO's.

**April 2017- April 2018**

### **Assistant Director of Housekeeping**

#### ***Four Seasons Santa Barbara (Forbes 4 star hotel 207 rooms and suites)***

- In charge of daily operations AM Cover HSKP Director days off.
- Purchasing, inventories, and control of the checkbook and P&L.
  - Handling guest complains.
  - Employee reviews.
- Hiring new colleagues. / training.
- In charge of laundry and relaunched of new uniforms 2018.

**April 2015- April 2017**

### **Housekeeping Manager**

#### ***Mandarin Oriental Miami (Forbes 5 star hotel 326 rooms and suites)***

- In charge of daily operations Pm.
- Purchasing, inventories, and control of the checkbook and P&L.
  - Handling guest complains.
- helping in the process to hire new colleagues.
- Daily Room Inspections (Stayovers, TD, arrivals and VIP's).

**April 2013- April 2014**

### **Housekeeping Assistant Manager**

#### ***Four Seasons Resort Punta Mita (Luxury Resort 5 diamonds 172 rooms and suites)***

- Responsible for departmental payroll and schedule.
  - In charge of daily operations.
- Daily Room Inspections (Stayovers, TD, arrivals and VIP's)

**December 2012 -April 2013**

### **F&B Trainee Fine Dining Captain**

#### ***JW Marriott Miami (5 star hotel 296 rooms)***

- In charge of The Trapiche Room Restaurant (Fine dining).
- Inventory of the wine cellar at The Trapiche Room ( wine spectator awarded ).

**July 2011 – June 2012**

**Housekeeping Office Administrator**

***Mandarin Oriental Las Vegas (Luxury Hotel 5 stars Forbes, 5 diamonds, 392 rooms and suites)***

- Responsible for departmental payroll and schedule.
- Purchasing, inventories, and control of the checkbook.
- In charge of daily operations.

**July 2009 - December 2009**

**Promotion Executive**

***Yucatan Holidays, Cancun, Q. Roo Mexico*** (Tour operator and promotion team of 3 hotels in Cancun)

- Visited multiple travel agencies in the United States promoting Hotels from Cancun.
- Maintained accuracy in budgeting for my trips to the travel agencies in USA.
  - Managed business relationships with travel agents in USA.
- Fam trips (familiarization trips to the hotels for travel agents).

**January 2009 - July 2009**

**Housekeeping Management Training**

***Mandarin Oriental Rivera Maya, Mexico***

*(Luxury Hotel 5 stars, 5 diamonds, 128 rooms and suites)*

- Trained in all the position of the department from room attendant to Assistant Manager.

**December 2007-April 2008**

**Commis de Chef**

***Mercure Hotel Bristol, Leukerbad, Switzerland*** (4 stars, 78 guest rooms and suites)

- Breakfast (set-up, break down and cooking).
- Night shifts at the a la carte restaurants in the cold section (fine dining).

**April 2007- July 2007**

**Cher de Rang at El Olivo, Belmond**

***Hotel La Residencia, Deià, Mallorca, Spain*** (Luxury Hotel 5 stars, 68 rooms and suites)

- Providing excellent service to the guests
  - Set-up of tables and break down
- Maintain a clean “work place” in the kitchen, polish cutlery and glasses).

<b>Languages:</b> Fluent in Spanish, English and Basic French.
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**Computer: Software:** Opera, Fidelio; Micros; SMS; Microsoft Word, Power Point, and Excel;  
Moreton Bay; ADACO,M-TECH/REX Room Expeditor and HOTSOS Engineering Program