

## Professional Summary

Results-driven hospitality leader with 10+ years of experience in Food & Beverage management, driving exceptional customer experiences and team performance. Proven track record of success in event planning, sales, and operations management.

## Professional Experience

### Senior Food & Beverage Director

Inazuma.co | January 2018 - Present

### Assistant F&B; Director

Hilton Worldwide | June 2015 - December 2017

#### **Key Achievements:**

- Increased F&B; revenue by 25% through effective menu engineering and promotional activities
- Improved customer satisfaction ratings by 30% through staff training and service standardization

#### **Responsibilities:**

- Managed daily F&B; operations across 3 outlets
- Coordinated large-scale events and conferences

### F&B; Manager

Marriott International | March 2012 - May 2015

#### **Key Achievements:**

- Reduced F&B; costs by 15% through efficient inventory management and supplier negotiations
- Enhanced staff engagement through regular training and recognition programs

#### **Responsibilities:**

- Supervised a team of 20 F&B; staff
- Assisted in menu planning and implementation

### F&B; Supervisor

The Ritz-Carlton | August 2009 - February 2012

#### **Key Achievements:**

- Consistently received positive feedback from guests on service quality
- Successfully led a team during peak periods, ensuring seamless service delivery

**Responsibilities:**

- Coordinated daily F&B; service operations
- Trained new staff members

## Education

**Bachelor of Science in Hotel Management**

Cornell University School of Hotel Administration | June 2009

## Technical Skills

**Food & Beverage:**

- Menu Planning
- Beverage Management
- Food Safety & Hygiene

**Microsoft Office:**

- Word
- Excel
- PowerPoint
- Outlook

**Customer Service:**

- Guest Relations
- Conflict Resolution
- Service Recovery