

Professional Summary

Results-driven hospitality expert with 24+ years of comprehensive experience in food production, leading multi-outlet dining, and high-volume operations. Proven track record of driving customer satisfaction, revenue growth, and team excellence in hotels, institutional catering, and stand-alone restaurants.

Professional Experience

Consultant (CO09)

Inazuma.co | 2020 - Present

Director of Food & Beverage

Grand Hyatt Hotels | 2018 - 2020

Key Achievements:

- Increased F&B; revenue by 25% through innovative menu engineering and yield management strategies.
- Improved customer satisfaction ratings by 30% through enhanced guest service management.

Responsibilities:

- Led a team of 50 F&B; professionals across multiple outlets.
- Developed and implemented property-wide F&B; strategies.

Executive Chef

Marriott International | 2015 - 2018

Key Achievements:

- Reduced food costs by 15% through effective menu costing and inventory management.
- Launched a new fine dining restaurant, achieving a 4-star rating within the first year.

Responsibilities:

- Managed a team of 20 chefs and kitchen staff.
- Collaborated with the F&B; team to develop new menus and promotions.

Sous Chef

The Ritz-Carlton Hotel Company | 2012 - 2015

Key Achievements:

- Assisted in the successful opening of a new luxury hotel, ensuring seamless kitchen operations.
- Improved kitchen efficiency by implementing a new property management system.

Responsibilities:

- Supervised a team of 10 kitchen staff.
- Assisted in menu planning and food preparation for high-profile events.

Chef de Partie

Hilton Worldwide | 2008 - 2012

Key Achievements:

- Consistently received positive feedback for culinary skills and attention to detail.
- Participated in the development of new menu items for the hotel's restaurant.

Responsibilities:

- Prepared and cooked food to the highest standards.
- Maintained a clean and safe kitchen environment.

Education

Bachelor of Science in Hospitality Management

Cornell University School of Hotel Administration | 2008

Technical Skills

Hospitality Management:

- Hospitality Management
- Hotel Management
- Rooms Division
- Restaurant Management
- Catering
- Pre-opening
- Opening Hotels

Food & Beverage:

- Menu Development
- Menu Costing
- Food Safety

- Cost Control
- Culinary Skills
- Fine Dining
- Banquet Operations

Business & Operations:

- Revenue Analysis
- Yield Management
- Budgeting
- Business Development
- Property Management Systems

Software & Tools:

- Microsoft Office
- Microsoft Excel

Soft Skills:

- Customer Service
- Management
- Team Building
- Team Management
- Leadership
- Guest Service Management