

## Professional Summary

Results-driven Food and Beverage Specialist with 10+ years of experience in the hospitality industry, driving business growth through exceptional customer service, innovative hospitality management, and expertise in food and beverage operations. Proven track record of successfully leading pre-opening teams and elevating tourism experiences through strategic partnerships and coffee shop management.

## Professional Experience

### Director of Food and Beverage Operations

Inazuma.co | January 2020 - Present

### Assistant Director of Food and Beverage

Eclipse Hospitality Group | June 2018 - December 2019

#### **Key Achievements:**

- Increased F&B revenue by 25% through the introduction of themed dining experiences.
- Successfully led the pre-opening team for a new luxury hotel, ensuring a seamless launch.

#### **Responsibilities:**

- Managed daily F&B operations across multiple outlets.
- Developed and implemented staff training programs to enhance customer service.

### Operations Manager

Sunny Side Up Cafes | March 2015 - May 2018

#### **Key Achievements:**

- Improved customer satisfaction ratings by 30% through the implementation of a new service model.
- Expanded the cafe chain by opening three new locations within 18 months.

#### **Responsibilities:**

- Oversaw the operational aspects of multiple cafe locations.
- Collaborated with the marketing team to develop promotional campaigns.

### Food and Beverage Coordinator

Taste Quest Restaurants | January 2012 - February 2015

#### **Key Achievements:**

- Assisted in the launch of a new restaurant concept, resulting in a 50% increase in sales within the first year.
- Developed and maintained relationships with local food suppliers to ensure quality and freshness.

#### **Responsibilities:**

- Coordinated daily F&B operations, including inventory management and staff scheduling.
- Provided exceptional customer service, ensuring high customer retention rates.

## **Education**

### **Bachelor of Science in Hospitality Management**

Cornell University School of Hotel Administration

## **Technical Skills**

#### **Business Development:**

- Market Analysis
- Strategic Planning
- Partnership Development

#### **Hospitality Management:**

- Operational Efficiency
- Staff Management
- Customer Service Excellence

#### **Food and Beverage:**

- Menu Development
- Supply Chain Management
- Beverage Management

#### **Soft Skills:**

- Leadership
- Communication
- Problem-Solving