

## Professional Summary

Results-driven Head of Operations with 15+ years of experience in the hospitality industry, driving operational excellence in Food & Beverage, Hotel Management, and Catering. Proven track record of successfully leading pre-opening projects, menu development, and multicultural team management.

## Professional Experience

### Head of Operations (FB12)

Inazuma.co | January 2020 - Present

### Director of Food & Beverage

Bella Vita Hotels | June 2018 - December 2019

#### Key Achievements:

- Increased F&B; revenue by 25% through effective menu engineering and promotions
- Successfully managed a team of 50 staff, reducing turnover by 30%

#### Responsibilities:

- Developed and implemented F&B; strategies
- Managed restaurant, bar, and room service operations

### Operations Manager

Taste Quest Catering | March 2015 - May 2018

#### Key Achievements:

- Expanded catering services to new markets, resulting in 40% growth
- Improved client satisfaction ratings by 20% through enhanced quality control

#### Responsibilities:

- Coordinated large-scale catering events
- Managed inventory and supply chain logistics

### Assistant Restaurant Manager

La Dolce Vita Restaurant | January 2012 - February 2015

#### Key Achievements:

- Increased customer loyalty program participation by 50%

- Assisted in launching a new menu, resulting in 15% sales increase

**Responsibilities:**

- Supervised front-of-house staff
- Assisted with daily restaurant operations

## Education

**Bachelor of Science in Hospitality Management**

Cornell University School of Hotel Administration | June 2011

## Technical Skills

**Food & Beverage Management:**

- Menu Development
- Food & Beverage
- Restaurant Management
- Catering

**Hospitality Operations:**

- Hotel Management
- Hospitality Industry
- Banquet Operations

**Software & Systems:**

- Micros

**Soft Skills:**

- Recruiting
- Training
- Multicultural Team Management

**Cuisine Specialization:**

- Italian cuisine