

JARED JACKSON

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EDUCATION

Bachelor of Science (B.S.) Business Administration

Seattle University, Seattle, WA
September 2007 - May 2011

KEY SKILLS

- ◆ Hotel Management
- Team Leadership
- Process Improvement
- Change Management
- Client Relations

A General Manager with 10+years of experience within the hospitality industry, specializing in budget management, team leadership, strategic planning, and continuous improvement. A proven track record of spearheading change management initiatives to revamp hotel operations and drive operational excellence.

PROFESSIONAL EXPERIENCE

General Manager

Four Seasons Hotel, Seattle, WA | September 2016 - Present

- Oversee day to day operations and functions for a high-end hotel generating \$10M in gross annual revenue, including staffing, vendor management, and guest relations
- Lead a team of 100+ personnel, coordinate workflows, and identified operational enhancements to reduce overhead costs by 35%
- Manage the development and implementation of new safety protocols during COVID-19 in alignment with CDC guidelines

General Manager

Hilton Hotel, Seattle, WA | May 2011 - September 2016

- Led a diverse team of 80+ hospitality staff to execute daily operations for a leading hotel, which included managing a \$7M operating budget
- Spearhead change management and training initiatives to improve customer service and enhance the guest experience, resulting in a 20% increase in client satisfaction scores