

WORK EXPERIENCE

W Boston, Boston, MA

2019 - 2020

Assistant Restaurant Manager for 13 associates, with F&B revenue of \$2M+, ranked in W's top 5 nationally.

- Reduced expenses to front desk by \$500 a week by implementing a process and procedure for breakfast included guest(s) which decreased Front Desks 'Comp Gifts and Services' budget line.
- Implemented a beverage control system which reduced cost of service from 30% to 20% by making PAR sheets for each bar and requisition sheets to keep accurate stock on hand
- Oversaw intimate banquet functions of 10-20 people.
- Managed 13 union employees for scheduling, payroll, audit, and discipline.
- Assisted in achieving the Marriott Brand Standards Audit score of 88.6 for 2020.
- Exceeded our yearly Guest Satisfaction Survey goal of restaurant service of 64.5 by 3.3 points, to 67.8.

Marriott Newport Beach Bayview, Newport Beach, CA

2018 - 2019

Food & Beverage Voyager: Marriott's Manager training program at a 250-room hotel with a 70-seat restaurant.

- Cross-trained with the banquet department and main Vista restaurant
- Rotated through front desk, engineering, events and revenue management and learned how they profited the hotel
- Scheduled 9 staff according to level of business needs
- Purchased and organized liquor and bar supplies according to department needs

LaPlaya Beach & Golf Resort, Naples, FL

2017 - 2018

Room Service Supervisor: Managed a team of 7 at a 189-room resort

- Developed new menus and Standard Operation Procedures for Mini-Bar and In-Room Dining items
- Inventoried, purchased, and organized supplies for Mini-Bar and In-Room Dining needs
- Participated in weekly leadership meetings other F&B leaders, sharing new ideas and solving problems.
- Effectively addressed guest disputes and charge discrepancies.

LaPlaya Beach & Golf Resort, Naples, FL

2016 - 2017

Food & Beverage Intern

EDUCATION & CERTIFICATIONS

Florida Gulf Coast University | Fort Myers, FL

Bachelor of Science degree, Resort and Hospitality Management, 2016

Community Association Managers Board | Cambridge, MA

Certification in progress

Course Completion: September 2020

Court of Sommeliers | Ritz-Carlton, Sarasota, FL

Certification in progress

Wine & Spirit Education Trust | Florida Wine Academy, Miami, FL

2017

Level 2 Award in Wine & Spirits

PROFESSIONAL AFFILIATIONS

National Society of Minorities in Hospitality, Current

Hospitality Management Association, Current