



SANDRA RYDER

BACHELOR'S DEGREE IN HOSPITALITY MANAGEMENT

917-588-3545

SANDRARYDERNYC@GMAIL.COM

WWW.LINKEDIN.COM/IN/CAMIRYDER

LANGUAGES & SKILLS

Spanish – Native Speaker

French and Portuguese – Basic Verbal

Software – PC & Mac, MS Outlook, PowerPoint, Excel, Word, Eclipse, Epitome, HotSOS, Delphi, Micros, Open Table, iMovie, Adobe CS, Google Suite

Skills – Collaborative interpersonal interactions, process oriented, motivational leadership, solution focused, five diamond service experience, detail oriented, creative, high degree of adaptability, flexible, discretionary practices, highly organized, project management.

EXPERIENCE

Front Desk Associate

08/2017 – 09/2018 Dr. Michael Marks

Scheduled patients and verified insurance, collected payment, scanned medical records, processed subpoena and medical records requests while ensuring confidentiality. Worked closely with Billing Specialist: tracked pending billing, downloaded EOBs, responsible for past-due bill calls and documentation.

Sales Coordinator

07/2016 – 02/2017 The Lodge at Torrey Pines

Provided support to a team of six Sales Managers throughout the sales process. Generated reports, organized data with Excel. Delegated leads, prepared proposals, contracts, and coordinated site visits with a high degree of confidentiality, discretion. Maintained and updated all marketing materials.



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EXPERIENCE

Housekeeping Manager in Training

10/2015 – 04/2016 Novotel New York Times Square

Supported Assistant Managers and Director to meet daily housekeeping operation goals. Prepared daily room assignments to motivate and direct 75 union employees. Provided project management and support to Engineering Department to ensure quality of infrastructure throughout the hotel. Assisted Executive Office, Guest Services, Reservations, and Sales.

Intern

June 2015 Affinia Fifty

Shadowed Guest Service Agents, checking in and out of guests. Delegate guest requests to Maintenance, IT, or Housekeeping.

Reservations Consultant

04/2013 – 07/2013 Distilled NY

Implemented Front of House Operations, Guest Service, and Customer Relations Management policies, for personalized and impeccable guest experience; created structure for Reservations and Events Department.

Retail and Commercial Sales Associate

03/2011 – 10/2012 Vitra - US Headquarters

Customer service and support, implemented risk management tools, sustainability practices. Created merchandise displays and other marketing tools. Event planning for yearly trade shows, updated CRM database, manage cleanliness of showroom through managing third party, tracked and stocked sales team supplies.



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EXPERIENCE

Host and Reservations Agent

10/2010 – 03/2011 Spice Market

Resolved or delegated guest inquiries quickly. Answered calls and maintained company standards for guest relations over the phone and via e-mail.

Host

03/2010 – 10/2010 Jean-Georges Restaurant and Nougatine Cafe

Performed Guest Service Relations under the direction of Philippe Vongerichten and Alex Wolf

VOLUNTEER

HSMAI Greater New York City Chapter Student Member

Spoons Across America

The Anna Nurse Workshop Series

Chef Tessa Liebman

The Chopra Center.

AWARDS

BJ Denihan Hospitality Group Tuition Scholarship

The Halton E. Merrill Award For Leadership Potential in Lodging and Operations