

# KEITA SUZUKI

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San Antonio, TX

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## Brand Statement

Business Analyst with a strong background of market analysis, forecasting and budgeting. Recently completed Coding boot camp from University of Texas - San Antonio and added new skills in HTML, CSS, Javascript and responsive web design. Adaptable to changes and easy to collaborate with a team. Experienced in customer service which helps implement ideas/needs from user-side. Passionate in data analysis and problem solving. Excited to practice my new skills along with my background to help improve the company's finance and business level.

## Summary

Highly dedicated Director of Revenue Management with 7 years of experience ensuring all aspects of the property are performing at optimum levels to achieve the highest RevPAR possible. Strong analytical skills in pricing and market condition with strategic approach. Well experienced on revenue forecast and budget processes. Served a role as a complex director managed hotels with two different styles with the goal of maximizing profits and total revenues. A combination of skills and qualifications that are easily transferable to any industry successfully.

## OMNI LA MANSION DEL RIO / MOKARA HOTEL & SPA – Director of Revenue

### Management

December 2013 – July 2020      San Antonio, TX      338 Rooms (La Mansion)/99 Rooms (Mokara)

- Managed two hotels with different price points. Maintained 1<sup>st</sup> and 2<sup>nd</sup> place in each STR competitor set
- Collaborated with key stakeholders to develop and present to senior leaders the transient and group budget for each hotel
- Implement the BAR pricing and segmentation strategies to impact rolling year
- Worked with sales team on daily basis to discuss group pricing and meeting space usage to maximize room revenue and F&B revenue
- Worked with local attractions/partners to create compelling packages along with F&B outlets to help maximize incremental revenues and help promoting the hotels
- Maintain a weekly, monthly and annual forecast for group and transient segments
- Served a key role of transition of PMS system and revenue management system

## OMNI HOTEL AT CNN CENTER – Reservations Manager

February 2011 – December 2013      Atlanta, GA      1070 Rooms/120K Meeting Space

- Conduct Revenue Merchandizing Meetings in the absence of the Director of Revenue
- Conduct group Business Review Meetings in the absence of the Director of Revenue
- Prepare occupancy forecasts on a weekly basis.
- Monitor PMS and CRS to ensure accurate balance and consistency with property level inventory strategies. Comply with each property's brand "Best Available Rate" pricing philosophy.
- Mentor, coach and supervise designated personnel on all issues relating to the daily operation of the Reservations Department.
- Analyzed local events and activities to project the effect of opportunities they create including trends, demand and market conditions.
- Responsible for accurate, short-term forecasting as well as analysis of trends in group, volume and transient inventories.
- Monitor all group blocks and volume account production to determine rooms available for sale to transient customers.
- Built, activated and linked group block profiles/corporate account profiles to corresponding rate codes/categories in each Property Management System.
- Set group ceilings and target rates during low and high demand seasons.
- Monitored all group blocks and volume account production to determine rooms available for sale to transient customers.

## OMNI HOTEL AT CNN CENTER – Group Rooms Coordinator

November 2005 – February 2011      Atlanta, GA      1070 Rooms/120K Meeting Space

- Create new group blocks into PMS
- Manage/organize rooming list and group pick up along with hotel occupancy and rate
- Read and understand group contract
- Work with clients as main contact on all guest requests and challenges

- Be a partner with convention service manager for better and reliable service
- Create reports using Microsoft Excel
- Attend to corporate wide new operation software training (November 2<sup>nd</sup> ~ 7<sup>th</sup> 2009)
- Conduct new operation software training classes for employees at property level
- Attend to corporate wide Revenue Management Training (May 12<sup>th</sup> ~ 14<sup>th</sup> 2009)

### **OMNI HOTEL AT CNN CENTER – Interim Revenue Manager**

April 24<sup>th</sup>, 2009 – July 19<sup>th</sup>, 2009      Atlanta, GA      1070 Rooms/120K Meeting Space

- Update actual pick on Form A
- Setup Selling Strategy by reviewing hurdle points in Revolution and LOS restrictions in Nucleus
- Review Market Vision and Regrets/Denial report.
- Control oversell using Revolution
- Prepare and conduct Rev-CS(Cut-off) Meeting weekly
- Prepare and conduct Rev Merch Meeting weekly
- Set up inventory on rate for next year
- Create rate codes/packages using Nucleus and Epitome
- Train newly hired group rooms coordinator at other property

### **OMNI HOTEL AT CNN CENTER – Front Desk Agent/PBX Operator**

August 2004 – November 2005      Atlanta, GA      1070 Rooms/120K Meeting Space

- Check in/check out guests
- Listen and solve guest issues and guest needs
- Provide knowledgeable information to guests
- Handle cash appropriately
- Communicate well with external and internal guests
- Answering internal and external phone calls
- Receive, dispatch, and solve guest's requests, issues, and complaints through telephone
- Connecting phone lines for meetings and functions at the hotel
- Training new employees

### **Accomplishments:**

- 2018 Director of Revenue Management Finalist for Omni Hotels & Resorts
- 2018 Q4 Manager of the Quarter for Omni La Mansion / Mokara Hotel & Spa
- 2012 Q4 Manager of the Quarter for Omni Atlanta Hotel at CNN Center
- Completed the three-month IDEaS G3 transition/configuration
- Completed PMS transition/configuration from Epitome to OPMS

### **EDUCATION:**

**B.B.A. Georgia State University**  
Hospitality Administration