

# Kyle Mann

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## Skills

### Advanced

HTML  
CSS

### Proficient

Git Hub  
Photoshop  
Illustrator  
Sketch  
Usability Testing

### Familiar

Javascript  
jQuery  
Git  
SASS

## Education

### Certificate

in User Experience and  
Customer-Centered Design  
*California State University  
Fullerton*

### Bachelor of Science

in Human Services  
*Springfield College*

## Experience

### Freelance Web Designer | Washington DC – San Diego, CA

**August 2014-Present**

Designed, developed, deployed both beautiful and user-friendly websites for clients. Using HTML, CSS, and a text editor I created fully custom and responsive websites that meet web standards and exceed customer expectations. In addition, have partnered with clients to increase SEO and design branding styles.

### Executive Meeting Manager, at the Doyle Collection | Washington DC

**May 2013-August**

Responsible for meeting and exceeding a \$1.85 million annual revenue budget, servicing customer needs, maintaining accounts, leading the events/banquet team, and partnering with GM and Director of Sales to create and implement a quarterly marketing plan. Delivered an average of 11% quarterly increase in sales revenue budget. Lead, developed and taught a sales and marketing training class for the manager in training intern program. Worked on the corporate web committee gaining guest and manager feedback to enhance the company website; contributed by conducting usability testing, finding issues that were resolved to increase guest satisfaction and usability.

### Area Service Manager, at Kimpton Hotel | Washington DC

**May 2012-May2013**

Oversaw, managed and serviced group and event accounts at four DC area Hotel and Restaurant properties. Worked as an intermediary between sales, marketing, revenue, hotel operations, and the group client to ensure guest satisfaction. Increased event catering revenue, by finding new markets; for instance established Hotel Topaz as a wedding destination for the LGBT community. Partnered with revenue management to set daily group rates and marketing sales.

### Sales and Marketing Manager, at Kimpton Hotel | San Diego, CA

**June 2010-May 2012**

Recruited and maintained new and existing customer accounts; oversaw and expected to meet quarterly budgets average revenue of \$360,000 and maintain or exceed average rate of \$152/night annually for business travel. Delivered increased average business travel rate of \$184 YOY, compared to budget \$152. Increased revenue through partnerships and new business obtained through community involvement, including East Village Association Business committee involvement and community business partnerships. Developed and spearheaded marketing events to promote Hotel; for example, organized a monthly art show, featuring local artist work, as part of the marketing campaign: "Living Like a Local".

### Communication Specialist, at Primary Provider MGT | San Diego, CA

**May 2009-May2010**

Established and maintained efficient workflow policies and office procedures to ensure that communications and directives initiated by the Administrative Manager, VP's and department managers are completed in a timely fashion.