

# LINDSAY PEOPLES

## CONTACT

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## SKILLS

Easily able to build relationships with team members, as well as clients  
Extremely organized, detail oriented, and able to adhere to deadlines

Well developed written and interpersonal communication skills

Diverse computer skills including: Sabre Red, Sabre Rail, Groundspan, Vonage, Concur, ISAC, SFA Web, Delphi, Crystal Reports, Microsoft Office Suite, HTML, CSS, Adobe Creative Suite, Mail Chimp, iContact, Web Analytics, MeetingMatrix, Social Tables, Prezi

## EDUCATION

Bachelor of Science  
Hotel and Restaurant  
Management  
Northern Arizona University  
2010 – 2014  
Summa Cum Laude | GPA:  
3.83

References available upon  
request

## EXPERIENCE

### FCM Travel Solutions | Denver, CO

#### Corporate Travel Consultant | January 2019 – Present

- ❖ Created complex travel itineraries for over 40 different companies
- ❖ Provided resources for international travel information to travelers, such as passport, visa, and inoculation requirements, customs regulations, and currency exchange rates
- ❖ Ensured all travel is confirmed prior to departure and throughout client's travels
- ❖ Notified travelers of schedule changes and flight cancellations
- ❖ Reviewed COVID international travel restrictions and informed clients
- ❖ Top 10 Novices in FCM US in 2020

### Le Meridien + AC Hotel Denver Downtown | Denver, CO

#### Dual Sales Coordinator | March 2018 – January 2019

- ❖ Assisted in drafting contracts and addendums for group sales
- ❖ Assisted with creating unique proposals for each group inquiry
- ❖ Distributed lead inquiries for 12,000 sq ft of space and 495 guestrooms split between both hotels to ensure maximum revenue for each hotel
- ❖ Sold room blocks of 10-20 rooms on peak
- ❖ Was a committee member on our hotels employee engagement committee where we planned multiple events for our associates and innovated different employee appreciation programs

### Sheraton Denver Downtown Hotel | Denver, CO

#### Executive Meeting Specialist / Catering Coordinator | March 2017 – March 2018

- ❖ Responded to incoming group/catering opportunities for the property
- ❖ Assisted in contracting and negotiation to aid my managers to reach their goal and maintain profitability of the Catering department
- ❖ Assisted in planning all catering events with 133,000 sq. ft. of space while maximizing revenue with each program
- ❖ Detailed programs and event orders to ensure the clients have the best program and to enhance the client relationship for return business
- ❖ Received "Team of the Month" while apart of the Executive Meeting Specialist team
- ❖ Assisted multiple groups on site with any meeting needs to enhance their programs
- ❖ Led orientation tours of the hotel to assist our HR team

### Beaver Run Resort and Conference Center | Breckenridge, CO

#### Sales and Marketing Assistant | June 2016 – March 2017

- ❖ Created entire Sales and Marketing Assistant training manual for my successor
- ❖ Conducted site tours for managers
- ❖ Assisted with site tours for my managers by preparing rooms and meeting space to ensure client satisfaction
- ❖ Helped in producing all marketing materials for entire property
- ❖ Managed social media accounts and Google Analytics page

### Westin Kierland Resort and Spa | Scottsdale, AZ

#### Reservation Sales Agent | June 2015 – May 2016

- ❖ Nominated for Trailblazer of the month in my first 6 months.
- ❖ Received "Top Dog" for exceeding guest satisfaction
- ❖ Executed exemplary customer service to drive customer satisfaction and loyalty by understanding customer's "trip persona" and recommended the best accommodations to meet their needs

### Marriott's Mountain Valley Lodge | Breckenridge, CO

#### Manager Development Program | May 2014 – May 2015

- ❖ Based in the housekeeping department, but rotated through each department, including Front Office, Activities, Engineering, and Administration/HR
- ❖ Learned managerial activities: budgeting, scheduling, time management, associate on-boarding/orientation and leadership skills