

Ryan Andrew Skog

6792 Bender Court
Sacramento, CA 95820

608-790-2616

ryan.skog@outlook.com

Work Experience:

- Director of Services**
- 11/13-Present **Sheraton Grand**, Sacramento, California – Marriott International
- Responsible for the hiring, scheduling, and productivity of over sixty employees in accordance with Union regulations as well as hotel needs and budget.
 - Successfully helped manage and integrate the Marriott merger, including a complete shutdown of the hotel to transition our computer systems to Marriott servers.
 - Three years in a row (2014-2016), recognized as a top Starwood leader for Management Leadership and Engagement scores.
 - Maintained Starwood standards on training, inspecting, cleaning procedures, building culture, and safety measures.
 - Oversaw several large departmental projects including a 500+ room mattress replacement, room fridge installation, and switching to a new laundry vendor.
 - Attended Rooms University in 2015, a weeklong seminar geared towards hands on training for rooms leaders within Starwood.
- Director of Housekeeping**
- 2/13-11/13 **DoubleTree by Hilton**, Sacramento, California – Westmont Hospitality Group
- Monitored and maintained appropriate labor, expenses, inventory and CPOR for a 448 room property.
 - In charge of hiring, training, scheduling and accountability of over sixty employees.
 - Contributed to a positive impact to satisfaction and loyalty scores in room cleanliness and bathroom cleanliness.
- Hotel experience from 2/08-2/13 with Tharaldson Hospitality Management and Tharaldson Management Company
- Operations Manager**
- 3/11-2/13 **Staybridge Suites**, Sacramento, California
- Maintained high standards in housekeeping and maintenance departments to consistently keep departmental service scores above 90%.
 - Regularly traveled to focus hotels within the company as a Property Support Manager to assist in new management training and to implement housekeeping and maintenance improvements.
 - Created an enthusiastic work environment that led to housekeeping MPR's among the best in the company.
 - Managed labor, ordering and consumption to keep CPOR and labor costs below budget every month.

1/10-4/10

Assistant General Manager

Residence Inn by Marriott, Corona, California

- Implemented improvements to practices, standards, and routines at the front desk and housekeeping departments.
- Furthered involvement with employee hiring, training, benefits and scheduling.
- Worked closely with the Sales Manager to improve sales skills set and theory.
- Familiarized myself with monthly P&L critiques and food/supply ordering.

Education:

University of Wisconsin La Crosse, La Crosse, Wisconsin

Received Bachelors of Science Degree in Art with Printmaking emphasis

Graduated: May 2005