

ROBERT GORDON RAY

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WORK EXPERIENCE

THE GOLDEN HOTEL – GOLDEN, CO

DIRECTOR OF CATERING

DECEMBER 2018 – DECEMBER 2019

- Managed every planning component of catered events across the boutique property with 6,500 sq. ft. of event space
- Maintained aggressive sales goals to drive an increase to catering revenue year-by-year
- Worked with a new sales team to bring overall 2019 estimated catering event revenue from \$100,000 to over \$800,000

RADISSON HOTEL DENVER AURORA – AURORA, CO

CATERING SALES MANAGER

JULY 2018 – DECEMBER 2018

- Proactively assisted in answering all incoming requests for proposal (RFPs) of any inquiries pertaining to catering events
- Partnered with multiple departments during the pre-planning process to generate detailed banquet event orders (BEOs) in order to bring successful events into fruition

WYNDHAM HOTEL GROUP – PITTSBURGH, PA

BANQUET MANAGER

SEPTEMBER 2017 – MAY 2018

- Managed the Wyndham Banquets department while ensuring the highest degree of Catering Standards within all events
- Led a professional team of over fifty employees, while promoting a positive and inclusive working environment
- Successfully oversaw over 60,000 square feet of event space throughout various events simultaneously
- Provided clients with outstanding Guest Service, in hopes of fostering positive relationships and generate future business

AMERICAN EXPRESS AUSTRALIA – SYDNEY, NSW

PARTNERSHIP MANAGER (CONTRACT PROJECT HIRE)

JULY 2015 – NOVEMBER 2015

- Provided outreach to organizations across Australia that would support the Shop Small movement, American Express' buy local campaign.
- Oversaw operations of a new campaign, Neighbourhood Champions, which manages event proposals from various community-minded contacts that chose to support the Shop Small Movement by creating events for their neighborhood

DISNEY PARK EVENT OPERATIONS – LAKE BUENA VISTA, FL

CATERING OPERATIONS MANAGER

JANUARY 2015 – JUNE 2015

- Led a professional team of banquet servers, stewards and housemen throughout the execution of multiple events daily
- Upheld world-class Guest Service and Catering Standards within every aspect of events from start to finish with aplomb
- Managed a wide variety of events, such as weddings, business meetings and corporate receptions, with attendances reaching up to 7,000 Guests

DISNEY PARK EVENT OPERATIONS – LAKE BUENA VISTA, FL

CONVENTIONS COORDINATOR

JANUARY 2014 – JANUARY 2015

- Provided Guests with an eclectic variety of private events and experiences across Walt Disney World's parks
- Oversaw a team of Cast Members to ensure excellent Guest Service to our valued clients throughout multiple events daily
- Collaborated with my team to manage banquet event orders and create event briefs to prepare for the most efficient operation possible

DISNEY HOUSING OPERATIONS – LAKE BUENA VISTA, FL

EVENT PLANNER, PROFESSIONAL INTERN

JUNE 2013 – JANUARY 2014

- Planned, marketed and facilitated all Housing events and trips for the Disney College and International Program
- Managed budgets ranging from \$30-100,000 planning events that accommodate up to 3,000 participants
- Supported one of the largest Housing arrival dates in history, welcoming over 1,000 College Program participants

EDUCATION

THE PENNSYLVANIA STATE UNIVERSITY – STATE COLLEGE, PA

COLLEGE OF COMMUNICATIONS, COLLEGE OF LIBERAL ARTS

GRADUATED FALL 2017

BACHELOR'S DEGREE IN BROADCAST JOURNALISM

MINOR IN CLASSICS AND ANCIENT MEDITERRANEAN STUDIES