

# Shaza Mumtaz, MBA

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## Professional Summary

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Results-driven MBA graduate specializing in operations management, marketing, and financial analysis, with a passion for excelling as an Airbnb host. Adept at utilizing data-driven strategies and hospitality management to enhance property performance and guest satisfaction. Proficient in analytical tools and business strategies to maximize revenue and deliver outstanding guest experiences in the hospitality industry.

## Education

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MBA, Business Analytics & Strategic Management  
College of Business Administration

Cal Poly Pomona  
2023 – 2025

BA, Psychology  
College of Liberal Arts

University of Illinois at Chicago  
May 2022

## Technical Skills

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Analytical Tools:

Excel, Python, RStudio, Tableau, Canva

Hospitality Skills:

Guest Relations, Property Management, Dynamic Pricing, Amenity Optimization

Business Skills:

Operations Management, Marketing Strategy, Financial Modeling, Data Analysis

## Work Experience

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Manager/Host – Airbnb

Los Angeles, CA, Jan 2024 – Present

- Maintained Superhost status with a 4.9+ rating across high-performing rental properties.
- Boosted occupancy by 22% and revenue through dynamic pricing and automation tools.
- Managed vendor scheduling, property maintenance, and guest communications for seamless operations.

Clinic Manager – Chesterfield Valley Psychiatry

St. Louis, MO, Jan 2016 – Mar 2023

- Led operations for a clinic serving 300+ patients monthly, managing a team of 10+ staff.
- Implemented an EHR system, reducing documentation time by 30% and billing errors by 95%.
- Developed KPIs and SOPs to enhance decision-making and operational efficiency.

Research Analyst – Orthopedic Analysis

Chicago, IL, May 2021 – May 2022

- Conducted trace metal testing for surgical planning, cutting result delays by 15%.
- Provided lab reports and analytical summaries to support healthcare team decisions.

## Relevant Coursework

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- Social Impact Responsibility & International Business
- Advanced Operations Management, Digital Marketing
- Strategic Management, Information Systems
- Marketing Management Applications

- Financial Decision Making, Operations and Supply Chain Management
- Organizational Behavior, Accounting and Managerial Decisions
- Strategic Data Wrangling and Visualization

## Skills & Certifications

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### Data Analytics:

Excel, SQL, Tableau, Python

### Project Management:

Process Optimization, Strategic Planning

### Certifications:

Lean Six Sigma Yellow Belt, Google Data Analytics (In Progress)

### Leadership:

Team Management, Cross-functional Collaboration