

William M. Vrisso
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Project Management

Experienced professional with extensive background in Operations/Project Management. Professionally trained in various leadership roles. Keen understanding of how to lead and manage large projects while motivating staff and overseeing day-to-day operations with efficiency. Currently seeking a role in a new industry that aligns with my expertise.

PROFICIENCY/SOFTWARE SKILLS

HVAC / Electrical / Plumbing
Building Repairs & Maintenance
Project Development & Planning
Safety & Security Compliance

Budgeting/Purchase Ordering
SOP Development
Staff Training / Team Development
Asana/Concept Board

Micros POS/Event Temple/TripleSeat
Mailchimp/Constant Contact/QB
MS Office/Wine Direct/Tock
Adobe Photoshop/Illustrator

EDUCATION

Associates of Applied Science / Major: [Culinary Arts](#) / El Paso Community College (2009 – 2013)

Bachelor of Science / Major: [Technical Management](#) / DeVry University – New York (2014 – 2016)

PROFESSIONAL EXPERIENCE

[Operations Manager \(6/2020 – Present\)](#) *Acquisition 05/2021
[Ponzi Vineyards \(Sherwood, OR\)](#)

- **Project Management:** Worked with contractors for building improvements, preventative maintenance & landscaping maintenance.
- **IT Management:** Onboard employees for office computer use, developed SOP's for various software and electronic devices.
- **HR Management:** Onboarding, arranged all off-site team building gatherings, record keeping for all new hire paperwork and workers comp claims.
- **Safety & Security:** Implemented new safety program in accordance with OSHA & LIVE guidelines. Arranged all First-Aid trainings for staff. Developed Action Plans for our fire and burglary system.

[General Manager \(11/2019 – 05/2020\)](#) *Temporarily closed due to Covid Pandemic
[The Melody Event Center \(Portland, OR\)](#)

- **Facility Management:** Implemented building renovations. Developed proper costing for all departments.
- **Staff Training/Development:** Hired & trained new/current employees, educated staff in banquet operations, provided staff scheduling, organized team meetings and implemented training tools and monthly peer reviews for effective development.
- **Event Management:** Managed banquet events (trade shows, charity events, auctions, holiday parties, and weddings).
- **Sales Management:** Built relationships with new and repeat clients. Actively rented event spaces to clients. Produced banquet event orders using event management software. Hosted tours of the building and developed contracts for all business accounts.

[On Premise Wine Sales Representative \(04/2018 – 04/2019\)](#)
[Southern Glazer's Wine & Spirits \(Portland, OR\)](#)

- **On-Premise Wine Sales:** Performed daily, weekly and monthly sales task to achieve goals. Responsible for 80+ accounts in west side territory. Responsible for order taking and traveling constantly in a face paced, high stress environment. Worked directly with wine suppliers and restaurant buyers to ensure sales goals were achieved.
- **Wine Education/Consulting:** Assisted buyers with technical information for wine list sales. Performed wine tastings with detailed tasting profiles and market analysis for each account.
- **Banquets/Private Events/Wine Menus:** Hosted customized wine tastings with between 20 to 150 people in attendance. Arranged proper order taking sheets and customized menus for each banquet/private event.

[Director of Membership Sales & Tournaments \(03/2017 – 04/2018\)](#) *Acquisition 01/2018
[Persimmon Country Club \(Gresham, OR\)](#)

- **Club Membership Sales:** Solicit and secured new club memberships. Developed club membership pricing, selling strategies and techniques to ensure proper club growth and profitability.
- **Social Events:** Managed all club social events. Participate in trade shows, conventions, and promotional events within the hotel, the industry and customer organizations.
- **Marketing/Banquet Events:** Solicit and secured all golf outings. Created BEO's and worked closely with the food and beverage team & golf shop to ensure proper execution and high level customer service.

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PROFESSIONAL EXPERIENCE CONT'D

Food and Beverage Manager (12/2015 – 03/2017) Millenium Hilton Hotel (New York, NY)

- **Food Outlet Management:** Managed all food and beverage outlets including In Room Dining, Bar/Lounge and Casual Dining Restaurant. Provided outstanding customer service, developed SOP's, educated staff in food and beverage products and service standards. CBA trained with New York Local 6 Union members.
- **Bar Development:** Created seasonal cocktails, wine lists and developed all new bar menus for department. Responsible for beverage ordering and beverage inventory. Trained staff new methods of service and performance.
- **Marketing/Banquet Events:** Worked with marketing manager, executive chef & senior sales coordinator with food and beverage promotions, seasonal events & banquet events.

Food and Beverage Manager (06/2015 – 12/2015) Garden City Hotel (Long Island, NY)

- **Food Outlet Management:** Managed all food & beverage outlets including In Room Dining, Patio, Bar/Lounge and Fine Dining Steakhouse. Provided outstanding customer service, French style fine dining service and wine pairings.
- **Administration:** Ensured all food and beverage sales reports were generated and communicated properly to general manager and culinary team. Performed monthly bar inventory and provided staff schedule.
- **Marketing/Private Events:** Worked with marketing director, executive chef & private events coordinator with food and beverage promotions, seasonal events, chef dinners and business meetings.

Restaurant Manager (12/2014 – 06/2015) Maison Kayser (New York, NY)

- **Store Management:** Provided outstanding customer service & leadership in a high volume, fast-paced environment with store sales generating \$20,000.00 daily. Managed all store departments including Bakery, Barista, and Café operations.
- **Staff Development:** Responsible for developing job duties and training procedures for new store locations.
- **Administration:** Responsible for daily sales report (DSR), staff tips, cash registers, food orders and weekly pastry, retail and bread forecasting.

Front of House Manager (4/2013 – 10/2014) The Green Ingredient Restaurant (El Paso, TX)

- **Marketing/Administration:** Oversaw day-to-day operations, field marketed restaurant brand and concept daily. Developed job description handbook for FOH employees and led team to perform effective tasks in sales/service.
- **Staff Training/Development:** Trained new/current employees, educated staff in food profiling, provided staff scheduling, organized team meeting and implemented peer reviews for effective development.
- **Customer Relations:** Developed multiple customer relationships while building customer trust. Personalized individual customer experiences earning an 80% average customer return within a 6-month period.

Front Office Assistant Manager (6/2010 – 6/2013) Camino Real Hotel (El Paso, TX)

- **Front Office Operations:** Responsible for hotel membership program (earned 10-15 memberships monthly). Supervised the activities and service levels of concierge, night audit, telecommunications and bellhop services. Maintained an effective day-to-day service operation while keeping check-ins / outs under 1 minute.
- **Staff Development** – Trained staff using Sterling Hotel Group Standards of Excellence. Provided staff scheduling. Motivated staff by implementing incentives for outstanding job performances and consistently led by example.
- **Administration/Marketing** – Worked in conjunction with accounting department to maintain and minimize levels of account receivables. Coordinated activities with other hotel departments in order to facilitate increased levels of communication and outstanding guest satisfaction.

CERTIFICATIONS/ACHIEVEMENTS

- Received promotion for Ponzi Vineyards
- OLCC Certified
- S.A.F.E. Certified (Forklift Operator)
- Elevate 3 Leadership Participant – Millenium Hilton
- Commitment Award Winner First Quarter 2016 - Millenium Hilton