***CONTACT DETAILS***

1737 Marshville Road,

Alabama

(123)-456-7899

[info@qwikresume.com](mailto:info@qwikresume.com)

[**www.qwikresume.com**](http://www.qwikresume.com/)

***SKILLS***

Inventory Management, Team Building, Product Purchasing, Conflict Resolution, Deductive Reasoning, Restaurant Management, Retailer And Retailer Management, Loss Prevention, and Public Relations.

***LANGUAGES***

English (Native) French (Professional) Spanish (Professional)

***INTERESTS***

Climbing Snowboarding Cooking Reading

***REFERENCES***

Reference – 1 (Company Name)

Reference – 2 (Company Name)

Robert Smith

***General Manager (GM)***

# PERSONAL STATEMENT

5 years of experience as a General Manager is looking to obtain a position in an industry that can utilize my skills, strengths, knowledge, and experience to grow together and succeed in reaching new heights.

# WORK EXPERIENCE

## General Manager (GM)

### ABC Corporation - June 2012 – July 2016

*Responsibilities:*

* Provide guidance on growth strategies to board of owners that enabled the hotel to become the #2 hotel in Los Gatos on TripAdvisor.
* Directed every aspect of the renovation from planning through construction including FF&amp;E, design, and implementation of new products and services to enhance the guest experience.
* Complete responsibility for the 24x7 operation of the hotel, including staff scheduling, payroll, procedure optimization, and implementation, training program development, disciplinary actions, interviewing and hiring activities.
* Purchased, installed, and became subject matter expert on two different PMS (property management systems) to improve daily business operations.
* Developed training modules and documentation to train staff on PMS software platforms.
* Conducted both group training and 11 mentoring on software platforms to ensure the realization of operational efficiencies.
* Developed procedural workflows and requirements for each organization in order to improve efficiency in the daily operations of the hotel.

## Administrative Assistant To SVP Of Construction Services

### ABC Corporation - May 2011 – May 2012

*Responsibilities:*

* Managed operational meetings for all current projects and distributed action items to the national team.
* This allowed follow up and accountability for all project related actions taken during project review meetings.
* Submitted and tracked all invoicing to customers for both ongoing and finalized projects to ensure balanced books for accounts receivable and accounts payable.
* This experience was a key factor to my success at coordinating the renovation at best western inn of Los Gatos.
* Managed monthly calls with various agencies and vendors to track billing versus contracted budget.
* Oversaw calendar maintenance, appointment scheduling, and expense report preparation.
* Provided all travel coordination (international/domestic) support for

business meetings/trips.

# Education

B.A. in English Writing - (Whitworth College - Spokane, WA)A.A. in Liberal Arts - (West Valley College - Saratoga, CA)High School Diploma - 2006(Douglas Byrd High School - Fayetteville, NC)