

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&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

CONTACT DETAILS

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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)

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)