

## Summary

Confident, motivated and organized leader with extensive experience leading teams, planning daily operations and delivering an exceptional customer experience. Proven success engaging with customers to drive positive feedback and implementing effective training programs to maximize staff potential. Creative problem solver with a reputation for cost efficiency.

## Professional Experience

### **Special Events Manager**, Elvis Presley Enterprise Graceland, Memphis, TN

**08/2018 – 03/2020**

Managed the Special Events Department to ensure that all events and weddings were produced professionally and profitably with emphasis on the satisfaction of clients in order to ultimately enhance the reputation of Elvis Presley Enterprises.

- Established and managed the methods and procedures for overall operations of the Special Events Department.
- Planned the logistics and supervised staff facilitators in the planning and execution of events and weddings.
- Personally planned and executed large or high-profile events and provided hospitality for over 35 concerts ranging from 350 to 2,200 guests.
- Assisted with external company events; Elvis Week events; and other special projects such as plaza décor (paint color, carpet, Christmas décor).
- Maintained superior outside vendor relationships to ensure the highest level of proficiency, profitability and representation at events and weddings.
- Established pricing of products and services for review and approval of VP's of Operations and Finance.
- Responsible for overall upkeep and maintenance of the Chapel.
- Prepared Capital Expenditure requests for each department.
- Handled client conflicts quickly in a professional manner.

### **Food & Beverage Director**, Spring Creek Ranch, Collierville, TN

**10/2015 – 01/2018**

Delivered exceptional management and leadership for this successful restaurant operation within a renowned Jack Nicklaus designed golf club including input into all staffing and key decision-making. Developed trust and loyalty with members through consistent excellent customer service.

- Managed inventory storage to reduce errors related to missing items and overstocking while rationalizing waste costs to improve profitability.
- Led the implementation of food safety and sanitation to the highest standards.
- Spearhead the introduction of additional banquet and event space with the addition of the Event Center.
- Delivered mentoring, training and development within the team to ensure top class service standards.

### **Food & Beverage Director**, Secession Golf Club, Beaufort, SC

**10/2013 – 10/2015**

Provided management oversight for the ongoing food & beverage operations of this Golf Club which was designed by former PGA Tour professional Bruce Devlin. Managed administrative processes including financial reporting and cash control.

- Designed accurate and reliable scheduling processes to ensure the restaurant was fully staffed at all times.
- Performed a complex analysis of food and beverage costing and established inventory management protocols to maintain food and beverage supplies.
- Led staff training and continuously challenged team members to execute and deliver top class customer service.

### **Assistant General Manager**, InterContinental Hotels Group, Various Locations

**2004 - 2012**

Rapidly progressed through positions of increasing responsibility from Assistant Restaurant & Bar Manager, Food & Beverage Director to Assistant General Manager having produced exceptional results in driving sales growth and customer satisfaction while adhering to corporate compliance and hotel brand standards. Most recently worked as part of the Crowne Plaza/Sonesta Hilton Head Island Beach Resort Team.

- Led daily hotel resort and restaurant operations across this AAA 4 Diamond 340 guest room and seven individual food and beverage outlets including staff training, workflow oversight, customer service, marketing, budgeting, forecasting, inventory control, cash management, and general administration.
- Developed strong relationships with customers to promote repeat business, referrals, and a strong reputation for excellence in line with visitor expectations and corporate guidelines.

## Education and Training

### **Bachelor of Business Administration, International Hospitality Management**

Christelijke Hogeschool Noord – Leeuwarden, Netherlands

### **Diploma in Hospitality Management and Culinary Arts**

Sri Lanka Institute of Tourism and Hotel Management – Sri Lanka

*Training for Intervention Procedures (TIPS) Certified & Certified TIPS Trainer*

*ServSafe Food Safety Certified*