

Amina Patel

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SUMMARY

Dynamic and results-driven Hotel Manager with over 7 years of experience in optimizing hotel operations and enhancing guest experiences. Proven track record of increasing revenue through strategic marketing initiatives and exceptional leadership skills.

EXPERIENCE

Hotel Manager

Jan 2022 - Present

Ocean View Resorts, Santa Monica, CA

- Increased annual revenue by 20% through the implementation of a new digital marketing strategy.
- Reduced operational costs by 15% through effective vendor negotiations and resource management.
- Led a team of 50+ staff, achieving a 95% satisfaction rating in guest feedback surveys.

Assistant Hotel Manager

Mar 2018 - Dec 2021

Grand Luxe Hotel, Los Angeles, CA

- Assisted in managing daily operations, resulting in a 30% improvement in staff productivity.
- Developed and executed a customer loyalty program that increased repeat bookings by 25%.
- Trained and mentored new staff, contributing to a decrease in employee turnover by 10%.

Front Desk Supervisor

Jun 2015 - Feb 2018

City Center Inn, Los Angeles, CA

- Streamlined check-in process, reducing average wait time from 10 minutes to 3 minutes.
- Implemented a new reservation system that increased booking efficiency by 40%.
- Received 'Employee of the Month' award three times for outstanding customer service.

EDUCATION

Bachelor of Science in Hospitality Management

May 2018

California State University, Los Angeles, Los Angeles, CA • GPA: 3.7

SKILLS

Technical Skills: Revenue Management, Guest Experience Optimization, Staff Training & Development, Vendor Management

Tools & Frameworks: Opera PMS, Salesforce, Hootsuite, Google Analytics