

JONATHAN DOE, C.H.A.

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Seeking the position of . . . **District General Manager**

Career Profile and Summary

Proven **Executive/Manager** with **over 19 years of Hospitality Industry** management and leadership experience within a family focused, family operated company that is considered a Community Landmark and Mainstay within the local **Mandarin Community**. Ensures the team delivers High Performance and Quality and exceeds tough regulatory standards. Monitors, directs and touches all facets of Strategic Planning and Operations implementation while collaborating with the Management team to identify opportunities to offer enhance products and services. Creates the internal capacity to respond to challenges driven by customer, market and business requirements

Specializes in the provision of initiatives that deliver and promote Customer Service Excellence and that support the corporate strategy in every assignment with

Expertise in:

- Human Resources
- Quality Assurance
- Critical Pathway Analysis
- New Construction/Renovation
- ISO 9001/SAP/TQM
- Budgets and Forecasting (P/L)
- Effective Communications
- Infrastructure Development
- Direct Sales & Marketing

Understands and respects cultural diversity; is **tri-lingual:** reads, speaks and writes **English, French, German** and maintains beginner conversational **Spanish** skills

Accomplishments and Achievements

- * Set the pace and tone - created the national "**Early Bird Room Reservations**" initiative; traveled to Dallas and presented the program in front of the **Board of Directors**, 2006
- * Led the District from last place to a **#1 ranking** (out of 5,000 properties) in the company - U.S. and abroad), 2005
- * Received consecutive **MVP and Manager of the Year Awards** and was inducted into the **Hospitality Industry hall of Fame** in 2003, 2004, 2005
- * Improved **District Sales** from **\$50M to \$250M** over a span of just **six (6)** months breaking all company records — was the first in the history of the company to accomplish such a feat, 2004

Formal Education, Certifications and Professional Affiliations

- **Dual Degrees:** **Masters of Business Administration (MBA)/Human Resource Management**, University of Memphis, Memphis, Tennessee, 1991
- **Internship:** Hyatt Hotels, Memphis, Tennessee, 1990-1991; Selected by a Marriott Corporation executive committee to participate in a highly competitive internship program at the prestigious **five-star** hotel with **10,000** rooms, **500K** square feet of banquet/meeting space, and a **20K** seat performing arts amphitheater on **Mud Island**.
- **Certified** as ... Hotel Administrator (CHA)...Hotel HR Executive (HRE) ...Project Manager (CPM); Society for Human Resources Management (SHRM)...Microsoft Certification Trainer (MCT)...Food & Beverage(FBC)
- **Office Software:** MS Word... Office & Publisher....Excel...PowerPoint... and Outlook; **Accounting Software:** QuickBooks Pro, and Microsoft Peachtree... The Asset Manager; **Hospitality Software:** Fidelio... Fidelio Suite ... Encore... Marsha ... Howard...Delphi... System 21... Marilyn...Opra ... Springer Miller...Landmark... Micro Food and Beverage System