

# Ellory Gratta

Hospitality Manager

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## Education

**Bachelor of Science in Hospitality Management at University of Nevada, Las Vegas**

Sep 2016 - May 2021

Relevant Coursework:

Hospitality Operations, Financial Management, Marketing and Sales, Event Planning, Human Resource Management, Food and Beverage Management, Lodging Management, Customer Service, Facilities Management, and Hospitality Law.

## Links

[linkedin.com/in/ellorygratta](https://www.linkedin.com/in/ellorygratta)

## Skills

Communication

Leadership

Problem-solving

Time-management

Adaptability

Customer-service

Budgeting

## Languages

English

German

## Profile

Results-driven Hospitality Manager with 2 years of experience in efficiently overseeing daily operations, delivering exceptional guest experiences, and driving continuous improvement in the hospitality industry. Proficient in budget management, team leadership, and strategic planning to optimize revenue growth and customer satisfaction. Demonstrates strong interpersonal skills and a commitment to providing outstanding service, while leveraging industry trends and innovative solutions to enhance overall business performance.

## Employment History

**Hospitality Manager at MGM Resorts International, NV**

Apr 2023 - Present

- Successfully increased overall guest satisfaction ratings by 15% within the first year of management, implementing new staff training programs and streamlining customer service processes at MGM Resorts International, NV.
- Boosted annual revenue by 12%, or approximately \$5 million, in the second year of management by optimizing pricing strategies, improving marketing efforts, and increasing upsells for additional services and amenities.
- Streamlined hotel operations resulting in a 20% reduction in operating costs, saving the company an estimated \$3 million annually, through the implementation of new inventory control systems and more efficient staff scheduling.
- Oversaw the successful planning and execution of over 30 large-scale events and conferences, leading to a 25% increase in event bookings and contributing to an additional \$2 million in revenue for MGM Resorts International, NV.

**Assistant Hospitality Manager at Caesars Entertainment Corporation, NV**

Jul 2021 - Feb 2023

- Successfully increased overall guest satisfaction scores by 15% within the first year by implementing new training programs and streamlining communication between departments.
- Managed a team of 30 employees, reducing staff turnover by 20% through improved hiring processes, employee engagement initiatives, and regular performance evaluations.
- Boosted revenue by 10% through the development and execution of targeted marketing campaigns, resulting in an increase of 5,000 additional room bookings annually.
- Oversaw the planning and execution of over 200 events, conferences, and meetings per year, ensuring smooth operations and a positive guest experience for more than 20,000 attendees.

## Certificates

**Certified Hospitality Manager (CHM)**

Jan 2022

**Certified Guest Service Professional (CGSP)**