

Mallie Jozefczyk

Hotel Operations Manager

✉ mallie.jozefczyk@gmail.com

☎ (656) 431-0106

📍 123 Silver Lane, Las Vegas, NV 89101

EDUCATION

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

Aug 2014 - May 2018

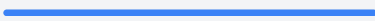
Relevant Coursework: Hospitality Operations, Food and Beverage Management, Event Planning, Hotel Management, Tourism and Travel Services, Marketing and Sales, Financial Management, Human Resources, and Customer Service.

LINKS

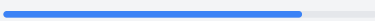
[linkedin.com/in/malliejozefczyk](https://www.linkedin.com/in/malliejozefczyk)

SKILLS

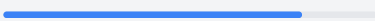
Budgeting



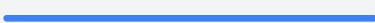
Staffing



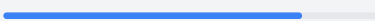
Housekeeping



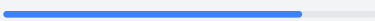
Customer Service



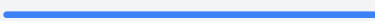
Inventory Management



Marketing

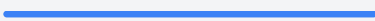


Conflict Resolution

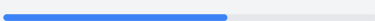


LANGUAGES

English



Russian



HOBBIES

Gardening

Photography

PROFILE

Results-driven Hotel Operations Manager with 5 years of experience in leading and optimizing all aspects of hotel operations. Skilled in managing budgets, implementing revenue strategies, and maintaining high guest satisfaction levels. Proficient in staff training, development, and performance management. Adept at fostering strong relationships with clients and vendors to ensure seamless business operations and enhance profitability. Demonstrated ability to efficiently manage day-to-day hotel activities and consistently exceed operational and financial targets. Highly focused on delivering exceptional guest experiences and driving continuous improvement in hotel operations.

EMPLOYMENT HISTORY

● Hotel Operations Manager at MGM Resorts International, NV

Apr 2023 - Present

- Successfully implemented a new staff training program that increased overall guest satisfaction scores by 25% within one year, leading to a 15% increase in repeat business for MGM Resorts International, NV.
- Streamlined the hotel's check-in and check-out processes, resulting in a 30% decrease in guest wait times and a 20% improvement in front desk efficiency.
- Oversaw a \$5 million renovation project for the hotel, which was completed on time and within budget, leading to a 10% increase in room revenue and a 5% growth in overall property value.
- Developed and executed a targeted marketing campaign that increased occupancy rates by 18% during off-peak seasons, contributing to a 12% increase in annual revenue for MGM Resorts International, NV.

● Assistant Hotel Operations Manager at Caesars Entertainment Corporation, NV

Aug 2018 - Feb 2023

- Successfully implemented a new room scheduling system, resulting in a 15% increase in efficiency and reducing booking conflicts by 20%.
- Oversaw the training and development of a team of 30 staff members, leading to a 25% improvement in overall customer satisfaction ratings.
- Managed a \$2 million operational budget, achieving a 10% cost reduction while maintaining high service quality standards.
- Coordinated the successful execution of over 100 events and conferences, generating an additional \$500,000 in revenue for the hotel.

CERTIFICATES

Certified Hotel Administrator (CHA)

Sep 2021

Certified Rooms Division Executive (CRDE)

May 2020