


# Chany Haik

## Hotel

With one year of experience in the hospitality industry, our hotel is dedicated to providing exceptional guest experiences and personalized services. Our modern amenities, comfortable accommodations, and attentive staff ensure a memorable stay for both leisure and business travelers. We are committed to upholding high standards of cleanliness and safety, fostering a welcoming atmosphere, and continuously striving for improvement to exceed our guests' expectations.

[chany.haik@gmail.com](mailto:chany.haik@gmail.com) 

(945) 497-4060 

1234 Liberty Street,  
Philadelphia, PA 19148 

### Education

**Associate of Applied Science  
in Hospitality Management  
at Pennsylvania College of  
Technology, Williamsport,  
PA**

Sep 2018 - May 2022

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

### Links

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

### Skills



### Employment History

#### Hotel Manager at Hilton Garden Inn, PA

Feb 2023 - Present

- Successfully increased overall guest satisfaction ratings by 15% within the first year of tenure, through implementing targeted staff training programs and enhancing customer service protocols at Hilton Garden Inn, PA.
- Streamlined operational costs by 10% in 2019, by optimizing resource allocation, renegotiating vendor contracts, and introducing energy-saving initiatives throughout the property.
- Consistently achieved annual revenue growth of 12% over three consecutive years (2018-2020), by executing effective sales and marketing strategies, as well as partnering with local businesses for cross-promotional opportunities.

#### Assistant Hotel Manager at Marriott Hotels, PA

Sep 2022 - Jan 2023

- Successfully increased overall guest satisfaction scores by 15% within the first year by implementing new training programs and enhancing communication between departments.
- Boosted room revenue by 12% in 2019 through strategic upselling and targeted marketing initiatives, resulting in an additional \$200,000 in annual revenue for the hotel.
- Reduced staff turnover rate by 10% in 2018 by implementing employee recognition programs and fostering a positive work environment, leading to improved team morale and performance.
- Streamlined operational processes and reduced expenses by 8%, saving the hotel over \$100,000 annually, by renegotiating vendor contracts and optimizing resource allocation.

### Certificates

#### Certified Hotel Administrator (CHA)

Sep 2021

#### Certified Hospitality Revenue Manager (CHRM)

Nov 2019

### Memberships