

IRISH RENEE

Night Manager

irish.renee@gmail.com

(446) 368-2617

123 Palm Tree Lane, Orlando, FL 32801



PROFILE

Results-oriented Night Manager with 1 year of experience in overseeing daily operations and ensuring an efficient, safe, and welcoming environment for guests. Skilled in staff supervision, inventory management, and customer service, with a strong focus on maximizing guest satisfaction. Adept at problem-solving and quick decision-making, with a proven ability to handle high-pressure situations and maintain hotel standards. Committed to continuous improvement and maintaining a positive team atmosphere.

LINKS

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

SKILLS

Conflict resolution

Time management

Inventory control

Staff supervision

Customer service

Microsoft Office proficiency

Security protocols

LANGUAGES

English

Hindi

EMPLOYMENT HISTORY

● Night Manager at Ritz-Carlton, FL

May 2023 - Present

- Successfully managed a team of 20 employees, achieving a 95% customer satisfaction rating during the night shift, leading to an overall increase of 10% in positive guest feedback for the hotel.
- Reduced average guest complaint resolution time by 30% by implementing efficient communication and problem-solving strategies, resulting in improved guest experience and increased loyalty.
- Oversaw the implementation of a new inventory management system, leading to a 20% reduction in stock discrepancies and a 15% decrease in operational costs during the night shift.
- Enhanced employee retention rate by 25% through the development and execution of a comprehensive training program, emphasizing teamwork, excellent customer service, and professional growth opportunities.

● Assistant Night Manager at Hilton, FL

Aug 2022 - Mar 2023

- Successfully managed a team of 15 employees during the night shift, resulting in a 10% increase in overall guest satisfaction ratings and a 5% reduction in employee turnover within one year.
- Streamlined the nightly audit process by implementing a new system that reduced errors by 20% and decreased the time required to complete the audit by 30%, allowing for more efficient allocation of staff resources.
- Spearheaded a project to improve communication between day and night shifts, leading to a 15% decrease in unresolved guest issues and a 7% increase in positive online reviews within six months.

EDUCATION

Bachelor of Business Administration in Hospitality Management at Florida International University, Miami, FL

Sep 2018 - May 2022

Relevant Coursework: Hospitality Operations Management, Strategic Marketing, Event Planning, Financial Accounting, Human Resources Management, and Customer Service Excellence.

CERTIFICATES

Certified Hotel Night Manager (CHNM)

May 2022