

# Falan Kulesa

Reservations Manager

## Profile

A detail-oriented Reservations Manager with 2 years of experience in the hospitality industry, adept at optimizing room occupancy and revenue by implementing effective reservation strategies. Proficient in leading a reservations team to provide exceptional customer service, managing inventory, and utilizing booking software. Demonstrates strong analytical and problem-solving skills, with a proven track record of driving process improvements and guest satisfaction.

## Employment History

### Reservations Manager at Hilton Indianapolis Hotel & Suites, IN

Feb 2023 - Present

- Successfully increased annual revenue by 15% in 2019 by implementing strategic upselling techniques and optimizing room inventory management, resulting in over \$1 million in additional revenue for Hilton Indianapolis Hotel & Suites.
- Led a team of 10 reservation agents to achieve a record-breaking 95% occupancy rate during the 2018 Indianapolis 500 event, contributing significantly to the hotel's overall performance and guest satisfaction during this high-demand period.
- Reduced average customer wait time by 30% through the implementation of a new reservations software system and staff training program, leading to improved efficiency and a higher level of guest satisfaction.

### Assistant Reservations Manager at Embassy Suites by Hilton Indianapolis Downtown, IN

Aug 2021 - Jan 2023

- Successfully increased room bookings by 20% within the first year, contributing to a 15% overall revenue growth for Embassy Suites by Hilton Indianapolis Downtown.
- Streamlined the reservations process by implementing an online booking system, reducing customer wait times by 35% and increasing customer satisfaction ratings by 25%.
- Led a team of 6 reservation agents, achieving a 98% accuracy rate in bookings and a 40% reduction in booking errors, resulting in improved guest experience and fewer customer complaints.
- Developed and executed marketing strategies targeting local businesses and event attendees, resulting in a 30% increase in group bookings and a 50% boost in weekend stays.

## Education

### Bachelor of Science in Hospitality Management at Purdue University, West Lafayette, IN

Sep 2017 - May 2021

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

## Details

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## Links

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

## Skills

Multitasking

Time-management

Decision-making

Problem-solving

Communication

Negotiation

Organization

## Languages

English

Spanish

## Hobbies

Photography

Gardening

Cooking and experimenting with new recipes