

PROFESSIONAL SUMMARY

- 20+ years Hospitality Industry systems experience in implementation, integration and project management of IT systems. This includes for Point-of-Sales, Revenue Management, Sales/Catering, and Property Management applications and systems.
- 15 years experience specifically related to integration from a hands-on technical standpoint, including QA.
- Have managed multiple concurrent IT projects including managing other Project Managers and Implementation Consultants.
- Excel in ability to create and manage strategic alliances and business partnerships.
- Imaginative problem solver with exceptional organizational skills.
- Work ethic that demonstrates the highest level of professionalism and a commitment to excellence.
- Drive new development projects from concept to implementation, serving as liaison between senior management, IT, and business users.

PROFESSIONAL EXPERIENCE**Lowe's***Jun 2019 - Present*

Temporary Retail Sales role while seeking a career-related position.

Business Implementation Manager (Staff reduction due to COVID)**ORACLE HOSPITALITY, Nashville, TN***Dec 2019 - Jun 2020*

- Direct group of 18 Project Manager and Implementation Consultant associates handling daily and complex requirements of Remote Services department.
- Develop and implement productivity initiatives, in addition to coordinating itinerary and scheduling assigned implementation projects.
- Evaluate employee performance on quarterly basis and convey constructive feedback to improve skills.
- Effectively supervise staff of 18 associates by implementing company policies, protocols, work rules and disciplinary action.

Sr. Analyst, Hotel Systems Integration**LOEWS HOTELS AND RESORTS, Nashville, TN***Jul 2015 - Nov 2019*

- Install and Support application integrations (On Premise and Web-hosted) working with key stakeholders for Property Management, Point-of-Sale, Revenue Management, Sales/Catering, and related systems to organizational standards for 25 hotels.
- IT Primary point-of-contact for Distribution and Revenue Management teams ensuring all related systems are correctly configured and communicating to full capacity.
- Investigate and address Hotel system issues to enhance usability and improve functionality.
- Work with software development vendors on reported errors and bugs on newly released software and assist in deployment of release fixes.

Project Director, Hotel Application Systems
MANDARIN ORIENTAL HOTEL GROUP, Atlanta, GA

Oct 2007 - Jun 2015

- Responsible and accountable for the coordinated management of multiple related projects directed toward strategic business and other organizational objectives.
- Manage the installation and upgrade of hotel systems (Property Management, Point-of-Sale, Revenue Management, Sales/Catering) to ensure projects are completed within contracted timeframes and budgets.
- Manage Vendor relationships to ensure service levels are maintained in accordance with contracted guidelines.
- Ensure Business Requirements are distributed to Software Vendors and manage the development process from creation to implementation on behalf of the Business Owners.

Client Support Consultant
COSTAR GROUP, Atlanta, GA

Sep 2006 - Sep 2007

- Real Estate Management Software Product Expert assigned to provide Level 1 Support to Clients for SaaS software application.
- Responsible for recording and resolving all Level 1 Support inquiries and taking necessary steps to promote Level 2 and 3 inquiries and communicate resolutions to the Client within contractual timeframes.

Project Manager/Software Consultant
AT&T, Atlanta, GA

Apr 2002 - May 2006

- Project Manage efforts within the Quality Assurance Testing Group to ensure process parity and minimize regulatory impacts to BellSouth Telecommunications (AT&T).
- Act as Management Consultant during testing phases offering Process Improvement while working in conjunction with 3rd-party Vendors.
- Subject Matter Expert in creating Business Requirements based on Customer needs, creating Test Scripts and documenting results for tracking and escalating of discrepancies according to procedures, and testing all new software development and problem fixes.

Implementations & Training Consultant
ENCORE SYSTEMS, Atlanta, GA

Feb 1996 - Apr 2002

- Team Leader of Hospitality Installation Projects assigned to ensure successful implementation of training and installation of Property Management System software and hardware in new Hotel openings and existing Hotel conversions.
- Worked with External Vendors to integrate the PMS system with Vendor systems (PBX, Point-of-Sale, Movie, Minibar, Energy Systems, Reservation Database).
- Responsible for on-site Training of all Hospitality Software Applications and Technical and Application Support of UNIX-based and Windows-based Hospitality software packages.

EDUCATION

AUBURN UNIVERSITY, Auburn, AL
B.S., Business Administration
Major: **Marketing**

