

Experience

Madison Square Garden Entertainment

Guest Services Supervisor – Beacon Theatre

**New York, NY
October 2021- Present**

- Addressed the concerns, feedback, and suggestions of the theater's guests while upholding the standards and policies of MSG Entertainment.
- Worked collaboratively with the Production and Security departments to fulfill contract obligations with the theater's live performance acts.
- Was responsible for the daily supervision and leadership of front-line Guest Services employee groups, as well as maintaining a positive and high energy work environment.

RIT Inn & Conference Center

Front Office Manager

**Rochester, NY
July 2019 - April 2020**

- Managed all Front Office staff by overseeing their scheduling, payroll, training, and mentoring them in providing enthusiastic and efficient service to all guests, while encouraging high revenue goals.
- Forecasted room occupancy and rates, while working closely with Sales and Housekeeping Departments to coordinate guest and group needs.
- Made recommendations as to the hiring, firing, advancement, promotion or any other change of status for employees and interviewed applicants for open positions.
- Acted as department's direct contact to Human Resources and oversaw processing of HR paperwork such as discipline, documentation, job requisitions, etc.

Night Manager

January 2019 – July 2019

- Directed, trained, and mentored all Front Office staff members in providing friendly, efficient, and personalized service for all guests.
- Managed department in the absence of the Front Office Manager and assisted with scheduling and payroll.
- Responded to disturbances, criminal activity, and emergency situations with appropriate action.
- Oversaw proper management of hotel services and equipment.

Education

Full Sail University

Master of Science: Entertainment Business - 2021

Rochester Institute of Technology

Bachelor of Applied Arts and Science: Hospitality - 2017

About Me

Activities and Interests

RIT Flag Football Club - Former Events Coordinator

Founder of Theta Chi - Iota Psi

Personal Interests

Music, Concerts, Fitness Enthusiast, Foodie, Football, Reading & Writing Poetry, Computer Hardware