Valentina Ashbourne-Okeke

Hotel General Manager, Full-Service

Miami, FL · valentina.ashbourneokeke@example.com · (305) 555-0118 · LinkedIn

SUMMARY

Hotel manager with 9 years in branded select- and full-service hotels, now leading a 180-room full-service property with 95 staff and $14 million in annual revenue. Grew RevPAR index from 96 to 108 against the competitive set, raised guest satisfaction into the brand's top quartile and cut hourly turnover from 68% to 41%.

EXPERIENCE

General Manager — Bayfront Harbor Hotel (full-service, 180 rooms)

Miami, FL · Apr 2022 – Present

- Lead a 180-room full-service hotel with 95 staff, a restaurant and 8,000 sq ft of meeting space, producing $14 million a year.
- Raised RevPAR index from 96 to 108 in 2 years by working with the revenue manager on group mix and weekend pricing.
- Moved guest satisfaction into the brand's top 25% by retraining front desk and housekeeping on 5 key service moments.
- Cut hourly staff turnover from 68% to 41% with a 30-day onboarding plan and monthly scheduling input from staff.

Assistant General Manager — Coral Gables Suites (select-service, 140 rooms)

Coral Gables, FL · Jun 2019 – Mar 2022

- Ran daily operations for front desk, housekeeping and breakfast across 140 rooms with 35 staff.
- Held labor cost at 24% of revenue during a 2-year recovery period by cross-training staff across departments.
- Passed 3 brand quality audits with scores above 90%, up from 82% before taking the role.

SKILLS

Revenue: RevPAR and ADR management, group sales, forecasting, STR reports, budgeting

Operations: Front office, housekeeping, food and beverage, maintenance, brand standards

People: Hiring, training, scheduling, labor control, performance reviews

Systems: Oracle Opera PMS, IDeaS revenue management, Medallia, Delphi sales

CERTIFICATIONS

Certified Hotel Administrator (CHA), AHLEI, 2023

ServSafe Manager

EDUCATION

BS, Hospitality Management, Sunshine State University, 2015

Fictional example by FindAJobAI: the person, employers and numbers are invented.