

Kennedy Maldonado

Summary

Diplomatic, energetic Hotel Manager with 3+ years of experience in adhering to strict hotel budgets, ensuring that all departments of the hotel run optimally, and diligently executing daily managerial tasks.

Education

Northwest Vermont University

Dec '05-Dec '10

Hotel Management / Business Administration

Experience

Cloud Clearwater, Hotel Manager

Jul '19 - Current

- Oversee a team of over 250 employees across several departments, including housekeeping, landscaping and catering
- Created a comprehensive spreadsheet in QuickBooks to keep track of vendors' billing cycles and monitor payments
- Increased repeat guest patronage by implementing a rewards program that surged guest bookings by over 35%
- Executes a number of daily managerial tasks, including attending meetings, testing and executing new marketing ideas and brainstorming ways to streamline the guest experience from check-in to checkout

River Tech, Hotel Administrator

Aug '15-Jul '19

- Assisted in supervising five separate franchises in the same city on a team board of accredited hotel managers
- Worked with the catering manager to ensure the menu stayed modern yet inclusive to all dietary restrictions
- Partnered with neighboring restaurants and boutiques to offer exclusive discounts for guests

Certifications

- Certified in LEED Sustainable Design

Skills

- Interpersonal skills
- Excellent guest relations etiquette