

Ashley S. Burl

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OBJECTIVE

To obtain a challenging position in hospitality management to further my skills and acquire new abilities.

EDUCATION

Bachelors of Arts Degree, Hospitality Business Management 2011

Eli Broad College of Business

Michigan State University, East Lansing, MI

MSU Study Abroad, *Hong Kong, China* Summer 2010 Completed six credits in Hospitality Finance and International Business

HOSPITALITY EXPERIENCE

Task Force Manager

Microtel Inn & Suites- Loveland, CO February 2023 to Present

Serve as an Interim manager for other properties in the management company's portfolio while maintaining my own property

Oversee all aspects of the daily operations of the hotel

Hiring for open positions

Monitored and set rates during peaks

Trained staff to be in compliance with brand standards and quality assurance standard inspections

General Manager

Extended Stay America - Detroit-Rochester Hills, MI June 2021 to February 2023

Profit/Loss analysis of all revenues, maintaining monthly budget, and ordering inventory according

Successful in building relationship with field and corporate leadership

Kept knowledge of current assets and depreciated valued assets

Recruitment of Desk, Housekeeping, and Maintenance

Contracted maintenance repair issues to local companies and paid invoices

Maintained guest Satisfaction Scores, QA compliances, Sales Leads.

Created reports for corporate of guest balances and took action with court proceedings

Help Desk Analyst

CareTech Solutions - Troy, MI April 2020 to May 2021

Desktop support for health care users working in hospitals, inpatient and ambulatory care

Troubleshooted technical issues of various applications for users and solved issues while documenting call summary

Determined the priority of tickets escalated to second level technicians

Managed time and maintained a daily call quota

Casino Cage Cashier / Server

Hard Rock Rocksinso - Northfield Park, OH September 2015 to March 2020

Issued chips in even exchange of money

Processed debt/credit transactions and processed loan applications

Received payment for markers and deposit to bank

Responsible for hundreds of thousands of cash and to follow procedures while handling

Assisted team members to verify their transactions

Worked dual positions as Server in Buffet and Events Department

Events Manager

Personal Touch by Covesa - Valley View, OH April 2015 to September 2015

Assisted an Expert Events and Wedding Planner

Venue Review

Pre-Negotiated Contracts

Communicated with Client's Guest

Developed Plans for Floral Arrangements, Invitations, Food Selection

Director of Housekeeping

Embassy Suites by Hilton - Independence, OH April 2014 to July 2015

Responsible for housekeeping operations, of 226 guest rooms, public areas, and event spaces

Overseen and coordinated all meeting room setups

Managed staff in accordance to the policies and procedures of the company including hiring and training

Conducted performance evaluations, rewarding and disciplining, and addressing guest complaints and problem resolutions

Reviewed inventories and maintains par levels of guest supplies and other operating supplies based on budgetary guidelines

Implemented a program for successfully communicating with the engineering department by tracking work orders reported in guest rooms

Assistant Director of Housekeeping

Embassy Suites by Hilton - Cleveland, OH March 2012 to April 2014

Supervised work activities of suit keepers to ensure clean, orderly, and attractive vacant ready rooms of a 226 room hotel
Assigned duties, inspect work, and investigate complaints regarding housekeeping service and equipment and took corrective action

Took periodic inventories and purchased housekeeping supplies

Mastered On Property Management System

PBX operator directing inbound call traffic on a multiple line phone system

Assistant General Manager

Fairfield Inn by Marriott - Okemos, MI June 2009 to February 2012

Senior Level III Internship, after FOH and BOH positions held as prior summer internships

Overseen and supervised all front desk, housekeeping and breakfast of 62 room hotel

Trained staff, managing the shift schedules.

Ensure all meetings and event details are completed

Wrote SOPs for all departments

Social Media and Marketing

Created Excel sheets to organize data

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Thank you for the opportunity to interview for this position. I am a Hospitality Professional, helping organizations achieve financial and customer service success. I have a variety of experiences and built-in traits suitable for best representation of your company. I enjoy nurturing relationships and providing excellent service to diverse people. I wish to continue my career given your offer of this position and look forward to working with you.

Sincerely Yours,

Ashley S. Burl