

Garrett Garcia

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Qualifications Profile

- **Customer Service & Satisfaction:** Reputation for quickly identifying and resolving potential customer-facing issues, leading to a significant boost in customer satisfaction and loyalty.
- **Event Management:** Experienced in defining event strategy and vision, sourcing venues, selecting vendors, and coordinating event logistics from start to finish.
- **Key Strengths:** Recognized for excelling in both independent and team-oriented roles while assuring top-level professionalism and dedication to performance excellence.

Professional Experience

AIDS Healthcare Foundation

Assistant Stage Manager

(12/2024 - Present)

- Tour with AHF on their latest 3-year production named, *Ohh Mamma*.
- Manage stage production, rehearsals, props and quick changes during show, and ensure set is ready show day.

The Goodtime Hotel, a Tribute Portfolio Hotel | Miami Beach, FL

Guest Experience Manager

(05/2024 - 10/2024)

- Created a Guest Experience Committee that boosted guest satisfaction and brand loyalty.
- Responsible for responding to guest reviews on all social media platforms and internal surveys.

Front Office Manager

(07/2022 - 05/2024)

- Managed a team that was successfully one of Marriott's fastest transitions to a Tribute Portfolio brand.
- Oversaw payroll, scheduling, room upgrade commission program, purchasing, and guest reviews.
- Ensured hotel is exceeding Marriott standards with guest satisfaction.

Commodore Perry Estate, Auberge Resorts | Austin, TX

Guest Services Supervisor

(11/2021 - 07/2022)

- Managed guest's needs during their stay while maintaining exceptional service, and followed up with guests post-stay to sustain their luxurious brand loyalty.
- Was in charge of room upgrade commission program, creation of SOPs, and scheduling for Front Office Agents.
- Trained new hires for Front Office while providing ongoing feedback and development for team members.

Estate Host (Front Desk/Concierge)

(11/2020 - 11/2021)

- Delivered a one-of-a-kind experience by creating itineraries and reservations for guests.
- Communicated with guests prior to their stay to plan their specialized experience and design a perfect package.
- Nominated each quarter for Employee of the Quarter by providing outstanding service.

Four Seasons Hotels & Resorts | Austin, TX

Front Desk Agent

(12/2017 - 03/2020)

- Used a reservation/profile management software to monitor guest's in and out activities.
- Kept seamless flow of work by delivering assistance to different departments including Reservations, Guest Services, and In-Room Dining.

Educational Background

Texas Tech University | Lubbock, TX

Bachelor of Business Administration, Marketing

(2013 - 2017)