

Suzanne R. Smith

Professional Experience

LEARNING PROFESSIONAL

Hilton Worldwide

3/13 – present

Learning Manager, Commercial Services – School of Revenue Management

Tasks include: Management of the revenue management learning curriculum; development, improvement, delivery, and measurement for our revenue management, leadership, and soft skill competency programs for all Hilton Brands for all business models (Owned, Managed, and Franchise Hotels) and the Revenue Management Consolidated Center. Facilitation, measurement, and development of training for front line, GM, Directors and Senior Leadership on revenue management including content development that supports the business objectives for the Global enterprise

REVENUE MANAGEMENT

Interstate Hotels & Resorts

1/12 – 2/13

Area Director of Revenue Management

Hilton Worldwide

3/08 – 12/11

Revenue Manager

Tasks included: Revenue and performance analysis, rate and mix of business strategy setting and guidance, forecasting/budgeting, displacement analysis, report writing and presentations, and team leadership and development

HOTEL OPERATIONS

El Conquistador Golf Resort & Casino & Las Casitas Village, Las Croabas, PR

12/03 – 1/08

- **Rooms Director**
- **Assistant Director of Rooms**
- **Director of Guest Services**

Tasks included: Management of rooms division (over 400 direct reports) at the 972-room, \$94M annual room revenue operation. Purchase guest and rooms operational supplies; \$50M operational expenses and Capital expenditures of \$25M. Led systems conversions and SOP development during brand conversion. Developed and facilitate guest service and leadership training. Drive revenue growth (over \$300K annually) and reduce guest entertainment expense (over \$130K annually). Recipient: 2006 PR Tourism Award Nominee – Housekeeping Service, 2004 Manager of the Year.

Park Hyatt Philadelphia at the Bellevue, Philadelphia, PA

5/02-11/03

Executive Housekeeper

SOFTWARE: Microsoft Office Suite (Excel, Word, PowerPoint, OneNote, Access), Camtasia Studio 8, various hospitality management systems (revenue management, forecasting, CRS, property management, and point of sales)

Education: Bachelor of Arts, Sociology – Rutgers University, University College, New Brunswick, NJ

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