



Hector Winslow

Operations Supervisor

ABOUT ME

Operations supervisor with 6 years of hospitality experience administering an annual operating budget of \$2.57M across housekeeping, guest services, and engineering departments. Certified Rooms Division Executive skilled in Hotel PMS software, Microsoft Excel, shift scheduling, and event coordination for functions averaging 174 attendees per month.

PROFESSIONAL EXPERIENCE

Operations Supervisor | Greenbrier Bend Hospitality Group, Lewisburg, WV
2023 – Present

- Manage 187 rooms daily across housekeeping, guest services, and engineering departments, maintaining readiness for a 214-room property.
- Coordinate banquet and meeting events averaging 174 attendees per function, overseeing setup, catering logistics, and room configuration for 9 events per month.
- Administer an annual operating budget of \$2.57M, tracking labor, supplies, and vendor contracts in Microsoft Excel to hold spending within target each quarter.
- Assign duties and schedule shifts for cross-functional teams, reducing overtime hours from 126 to 83 per pay period.

Rooms Supervisor | New River Crest Lodge, Beckley, WV
2021 – 2023

- Oversaw daily operations for 134 rooms, processing reservations and check-ins through Hotel PMS software for an average of 97 arrivals per day.
- Managed a departmental budget of \$814,000, finishing the fiscal year \$11,240 under plan.
- Resolved guest inquiries and complaints within an average of 14 minutes by establishing a tiered escalation process.
- Coordinated conference room bookings for groups of up to 118 attendees, liaising with food and beverage and facilities vendors.

Guest Services Agent | Kanawha Valley Inn, Charleston, WV
2020 – 2021

- Answered guest inquiries on hotel policies and services, handling an average of 63 calls and 41 walk-in requests per shift.
- Processed check-ins and check-outs for 92 rooms daily using Hotel PMS software, keeping average wait times under 4 minutes.
- Maintained lodging facilities by logging maintenance tickets and following up within 2 hours, closing 37 tickets per week on average.

CERTIFICATIONS

- Certified Rooms Division Executive, American Hotel & Lodging Educational Institute, 2023

CONTACT INFORMATION



(304) 555-0111



hector.winslow@example.com



Hinton, WV 12345

EDUCATION

- B.S.B.AD. in Hospitality and Tourism Management
West Virginia University
Morgantown, WV | 2016 – 2020

KEY SKILLS

- Hotel PMS software
- Microsoft Excel
- P&L management
- Shift scheduling
- Event coordination
- Revenue forecasting
- Vendor negotiations
- Housekeeping operations
- KPI reporting
- Property maintenance oversight