

# Timothy Paul Nelson

(School Address)

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## Objective

To attain a management position at a successful Santa Barbara area hotel that will allow me to use my leadership, sales, and customer service skills to produce extraordinary results.

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## Profile

- ~ High performer who has produced exceptional results in multiple positions.
  - ~ Accomplished multi-tasker with proven experience successfully managing numerous responsibilities in the hospitality industry.
  - ~ Impeccable oral, written, and training communication skills.
  - ~ Outstanding team building skills, established by leading several academic teams to success without a formal title or position power.
  - ~ Highly motivated with an exemplary work ethic, demonstrated by a 99.9% perfect work attendance record since 2003.
  - ~ Six years experience in hospitality including full & limited service properties ranging from 104-313 rooms.
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## Professional Experience

### Front Desk Agent, *Hyatt at Fisherman's Wharf, San Francisco, CA*

Sep. 2007 - Present

- ~ Demonstrated extraordinary flexibility and quick learning, continually rotating through five different positions. (Front Desk, Bell, Valet, Night Audit, Valet Night Audit)
- ~ Maintained the highest level of customer service, providing guests with an exceptional and memorable experience.
- ~ Associate of the month for May 2008.
- ~ Opera & Encore PMS experience including night audit.

### Assistant General Manager, *Extended Stay Hotels, Santa Barbara, CA*

July 2006 – Aug. 2007

- ~ Responsible for management of all operations of a 104 room property, including front desk, housekeeping, engineering, revenue management, sales, and human resources. Served as manager on duty, and was on call 24-7 for emergencies.
- ~ Managed 100% of the property's operations alone for a three week period five days after being promoted, demonstrating quick learning and the ability to effectively manage multiple departments and employees.
- ~ Successfully hired and trained six staff members for front desk, housekeeping, and maintenance positions.
- ~ Guest opinion surveys rose 9.5% overall during tenure due to improvements in housekeeping and front desk processes after new SOP's and best practices were designed and implemented.
- ~ Participated in several successful "Sales Blitz's" in Santa Barbara and greater Los Angeles with other area hotel managers, including scheduled presentations, meetings, and cold calling potential clients.
- ~ Was primary contact for all groups, managing special needs and requests to ensure the guest's expectations were exceeded. Responsible for management of hotel during city-wide events such as Fiesta and UCSB's graduation weekend.

### Guest Service Agent, *Extended Stay Hotels, Santa Barbara, CA*

Dec. 2003 – July 2006

- ~ Maintained the highest level of customer service, providing guests with an exceptional and memorable experience.
- ~ Ran housekeeping boards and managed daily room inventory under supervision of GM and AGM.
- ~ Promoted to Assistant General Manager in July 2006.

**Marketing Intern, Scott Topper Productions, Santa Barbara, CA**

Dec. 2005 –  
Aug. 2007

- Designed, produced, and executed all company marketing efforts including a 6 month television advertising campaign, a 1 year magazine advertising campaign, and multiple mailings.
- Served as primary marketing consult for company owner. Designed and built company marketing plan utilizing multiple marketing strategies to produce above average results.
- Revenues increased 30% annually during tenure. (2006 & 2007)

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**Education**

**Bachelor of Science: Business Administration, Concentration in Management.**

2009

*San Francisco State University, San Francisco, CA*

- Earned an "A" in a leadership course taught by renowned HR strategist Dr. John Sullivan. The class covered topics related to identifying high potential individuals, identifying problems, developing and using program metrics, leading and managing remotely, and creating a personal leadership action checklist.
- Formally led a group of ten classmates to perform an analysis of communication within the front office department of the Hyatt Fisherman's Wharf, and presented our findings to classmates and department faculty as part of an organizational behavior seminar.
- Led a group to develop a business plan for a hybrid profit/non-profit company, based in Egypt, to sell nutritional supplements tailored to the needs of disadvantaged communities.
- Described by professors as "Maybe the next Jack Welch", "An effective team builder", and "A gifted orator".
- Pursued an aggressive class schedule, completing 90 units in two years, while working 24-40 hours a week.

**Associate of Arts: Marketing**

2007

*Santa Barbara City College, Santa Barbara, CA*

- Classes focused on international marketing, e-commerce, marketing communication, and consumer selling strategies.