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OPERATIONS TRANSFORMATION • BUSINESS PROCESS IMPROVEMENT • OPERATIONAL EXCELLENCE

SUMMARY

Operations leader with 10+ years in hospitality and multi-property operations, solving complex, time-sensitive operational problems inside large, multi-stakeholder organizations. Executive MBA graduate with experience identifying inefficiencies, implementing standardized workflows, and leveraging technology-enabled solutions to improve efficiency and consistency. Proven ability to lead teams, optimize resources, and translate operational challenges into scalable business improvements.

AREAS OF EXPERTISE

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|----------------------------------|--------------------------|-------------------------------|
| • Operations Transformation | • Continuous Improvement | • Cross-Functional Leadership |
| • Business Process Improvement | • Change Management | • Stakeholder Management |
| • Operational Excellence | • Workflow Redesign | • Project Management |
| • Unionized Workforce Management | • Workforce Optimization | • Technology Enablement |

PROFESSIONAL EXPERIENCE

Operations Manager

Caesars Entertainment — Bally's / Horseshoe, Paris Las Vegas | Las Vegas, NV | 2019 – Present

- Manage daily operations across two major Las Vegas resorts encompassing 300,000 square feet of convention and event space.
- Improved efficiency through process optimization, automation, and standardized workflows.
- Built Excel-based decision tools to standardize event-equipment calculations, improve forecasting, and reduce manual work.
- Manage workforce planning and resource deployment in a unionized environment.
- Coordinate vendors, technology partners, facilities, and internal teams to execute business objectives.
- Resolve high-impact operational issues in real time while maintaining service quality and continuity.
- Created repeatable procedures and knowledge resources to strengthen consistency and team performance.
- Led workflow standardization initiatives that improved adoption and execution consistency.

Operations / Banquet Manager — Marriott Voyage Program

Marriott International, JW Marriott Starr Pass Resort & Spa | Tucson, AZ | 2018 – 2019

- Selected for Marriott International's Voyage Leadership Development Program, a selective 12-month program placing graduates into manager-level roles.
- Managed banquet and F&B operations, including forecasting, inventory control, and audit support.
- Completed cross-functional rotations across hotel operations, participating in P&L critiques, budgeting, forecasting, and operational performance reviews.

Task Force Banquet Manager

Sheraton Waikiki & The Royal Hawaiian | Honolulu, HI | 2018

- Served on task force during labor-dispute operations, coordinating management, contracted labor, and event clients.
- Executed large-scale events on compressed timelines through rapid staffing and contingency planning.

Property Manager

Independent | Las Vegas, NV | 2010 – 2017

- Reviewed and enforced lease contracts; implemented systemized documentation and vendor control audits.
- Used Excel and CRM-style tracking to optimize rent collection and maintenance efficiency.

- Managed tenant relations, turnover, and property maintenance across a residential portfolio.

TECHNOLOGY ENABLEMENT & PROJECTS

AI-Enabled Operations Environment

Independent | 2024 – Present

- Designed and deployed a self-hosted AI environment using local language models to support workflow automation, knowledge management, and operational productivity.
- Configured and managed AI tools and automation workflows using open-source platforms.
- Developed AI-assisted processes to improve information accessibility, documentation, and decision support.
- Evaluated and optimized workflows to improve reliability, usability, and operational effectiveness.

Event Operations Decision Tools

Caesars Entertainment | In Production

- Built Excel-based calculators standardizing event-equipment requirements, replacing manual estimation with consistent, repeatable logic.
- Rebuilt as browser-based tools so the same calculations run on any device without a spreadsheet.

BUSINESS SYSTEMS & TECHNICAL SKILLS

Systems: Salesforce CRM, Delphi CRM, Oracle-based business systems, Micros, Agilysys, UKG

Analytics & Automation: Advanced Excel automation, operational reporting, dashboard development, process documentation

Emerging Technology: Local large language model deployment, AI workflow automation, open-source AI platforms

Languages: Bilingual — English and Spanish (native)

Work Authorization: U.S. citizen — authorized to work in the United States without sponsorship. Open to international relocation.

EDUCATION & DEVELOPMENT

Executive MBA, Business Management | 2022

University of Nevada, Las Vegas — Lee Business School • Cohort 20

BS, Business Administration | 2017

University of Nevada, Las Vegas — Lee Business School

Voyage Leadership Development Program | 2018

Marriott International — selective 12-month leadership development program