

Charity Casula

Hotel Management

Profile

A Hospitality Professional with more than 4 years in the industry. I have a background that encompasses all aspects of hotel management from accounting and finance to human resources and operations. I am an effective communicator, team leader and problem solver who is able to work well under pressure. My goal is to obtain a position where I can utilize my experience and knowledge in order to contribute to the success of the organization

Employment History

Hotel Manager at The Ritz-Carlton Hotel Company, L.L.C – Maryland

May 2022 - Present

- Successfully managed a team of 15 employees.
- Increased hotel revenue by 10% through effective marketing strategies.
- Achieved 95% occupancy rate throughout the year.
- Received TripAdvisor's Certificate of Excellence.
- Maintained cleanliness and safety standards in accordance with the law.

Assistant Hotel Manager at Marriott International, Inc.- Bethesda

Aug 2018 - Apr 2022

- Increased hotel revenue by 12% through targeted marketing and guest retention initiatives.
- Achieved 87% occupancy rate, surpassing industry average of 83%.
- Revamped food and beverage offerings, resulting in 30% increase in profitability.
- Implemented new energy-saving practices that lowered monthly utility costs by 15%.
- Successfully trained and developed a team of 20 employees.

Certificates

ServSafe Food Handler (SSFH)

Oct 2020

National Restaurant Association Educational Foundation ServSafe Alcohol Primary License Course (SAPLC)

Mar 2019

American Hotel & Lodging Educational Institute Certified Hospitality Associate program (CHA)

Nov 2017

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Education

Hotel Management Degree at Vanderbilt University, Nashville, TN

Sep 2014 - May 2018

I learned various technical skills while studying for my Bachelor's degree in Hotel Management, including how to manage a hotel property, how to market and sell hotel rooms, and how to work with different types of software.

Links

[linkedin.com/in/charitycasula](https://www.linkedin.com/in/charitycasula)

Skills

Cleaning

Organization

Customer service

Managing finances

Employee management

Administrative duties

Marketing and advertising

Languages

English

German