

Kristina Aimee Ho
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(469)-471-4610

SUMMARY

- Multiple years of Hospitality, Property Management, and Residential Leasing experience.
- Excellent administrative, highly capable of handling great customer service, bilingual in English/Vietnamese.
- Detail oriented, self-starter with strong work ethic and achieving employer goals and expanding knowledge.
- High level computer skills including Excel, Word, and Powerpoint.

EDUCATION

- **Tarrant County College** Fort Worth, TX
- 2006 – 2009
- **Fossil Ridge High School** Keller, TX
- 2002 - 2006

EXPERIENCE

Nyla Sushi Addison, TX

Assistant Manager

- Support manager/owner in the daily operations.
- Effectively manage the restaurant in the absence of the manager.
- Manage restaurant to meet or exceed standards in food quality, safety, and cleanliness.
- Monitor and maintain the POS system.
- Implement new company policies and procedures by developing plans and instructing staff.
- Create a positive guest experience by delivering a high level of service and ensuring all staff engage guests to understand their needs and expectations.

Panda Express Dallas, TX

General Manager

- Manage FOH and BOH
- Weekly Inventory
- Monthly profit loss and sales allocations.
- Payroll Budget
- Train staff for each department
- Handling cash flow daily, open and closing the restaurant.

Metroplex Management Group Irving, TX

Human Resources and Administrative

- In charge of recruitment and selection and induction activity for both permanent and temporary staff.
- Handle payroll/compensation, employee relations, and benefits and training.
- Giving new starters a really positive and professional perception of the company.
- Developing and overseeing all employees' performance review system.

- Screen resume submitted to company and post openings to job boards.
- Oversee receptionist area, including greeting visitors and responding to telephone and in-person request for information.

The Dram

Dallas, TX

Head Cocktail

- Manage schedule for staff
- Booking reservations and coordinating events
- Open and closing duties
- Greet and seat groups
- Serving cocktails
- Giving great customer service

The Brazos Apartments

Dallas, TX

Assistant Manager

- Managed 288 apartments
- Associated with evictions, payment plan, move in and move outs and with maintenance and cleaning
- Serviced prospects' needs in property leasing and renting
- Gathered information about markets and competition
- Managed paperwork corresponding to leasing agreements
- Monitored vacancies and analyzed residents' concerns
- Processed lease applications
- Supported company's marketing functions
- Post rental and utilities checks/money order
- Pre-close and closing out books

MacArthur Ridge Apartments

Irving, TX

Leasing Consultant Manger

- Managed 246 apartments
- Provided superior customer service to current residents
- Collected rental deposits, rents, and delivered deposits to bank
- Prepared leasing checklist and package which included all required forms, deposits, schedules and information
- Organized and coordinated leasing events and resident promotional activities
- Performed tasks assigned in an orderly, timely, and professional manner
- Implemented marketing and leasing strategies
- Performed general office duties

The Bluefish

Allen, TX

Hostess Manger/Cocktail Server

- Opening and closing duties
- Manage and schedule for host staff
- Book reservations
- Coordinating Events
- Market restaurant
- Taking drink orders and serving guest

McCallum Meadows, McCallum Glen, & Courts at McCallum

Dallas, TX

Leasing Consultant/Assistant Manager

- Managed over 400 units
- Opening and closing 3 office/model
- Answering multiple phone lines
- Making appointments
- Make ready board and availability
- Prepare leases and renewals
- Run credit histories
- Assist with move in and move outs
- Deliver notices to residents doors
- Receive monthly rent and utilities payments and post
- Market for property
- Creating and closing out work orders
- Tour apartment homes
- Prepared and hosted resident activities

Sushi Samba

Dallas, TX

Hostess Manager

- Manage and schedule for host staff
- Running chart
- Greet and seat customers
- Answering phones
- Run cash register
- Open and closing duties

REFERENCE

KENYON RICHARD (214) 686-5213

TRAMaine BUTCHER (972) 400-7038

MEGHAN GREENE (225) 288-0542

CHELSEA DAVIS (972) 904-7279