

IGNACIO SANCHEZ

Carlsbad, CA 92008

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208-850-9066

Highly-motivated employee with desire to take on new challenges. Strong work ethic, adaptability and exceptional interpersonal skills. Adept at working effectively unsupervised and quickly mastering new skills.

10 years+ experience in all phases of Hospitality Industry Executing and Managing Marketing Campaigns and Promotions interacting with internal and external customers. Extremely personable. Courteous and professional. Customer and Results oriented.

100% Bilingual in Spanish.

Work Experience

Brand Ambassador

Victory Marketing - San Diego, CA

April 2024 to Present

Greet Convention attendees.

Direct attendees throughout Convention Event.

Responsible for Line Management to Breakout Sessions.

Scan attendees badges and guide them to their respective Session

Operations Manager

Da Vinci Consulting - Boise, ID

September 2023 to Present

Developed and implemented operational procedures to ensure quality standards are met.

Monitored and improved efficiency of processes, team performance, and customer service.

Established effective relationships with vendors to negotiate pricing and secure materials needed for production.

Project Manager

Hewlett Packard Company - Boise, ID

September 1998 to May 2011

Conducted regular status meetings with internal teams and external partners to track progress against established milestones.

Analyzed data from various sources such as surveys, interviews, focus groups. to inform decision-making related to projects.

Presented findings from data analysis in a clear, concise manner that was easily understood by stakeholders at all levels of the organization.

Negotiated contracts with vendors and suppliers based on company objectives and budget constraints.

Collaborated closely with senior management on long-term strategic planning initiatives related to projects in development or execution stages.

Drafted reports summarizing progress made on projects for review by executive leadership team.

Maintained records of all documents related to each project including specifications, change orders, invoices.

Participated in cross-functional teams responsible for developing innovative solutions for complex problems.

Sales Associate

Ross Dress for Less - Phoenix, AZ

January 1998 to July 1998

Greeted customers and provided exceptional customer service.

Assisted customers with product selection, sizing and styling.

Provided accurate information about products, prices and services.

Maintained up-to-date knowledge of store merchandise and policies.

Processed transactions using a point-of-sale system.

Organized stockroom shelves according to size, color or style.

Restocked shelves as needed to ensure sufficient inventory levels.

Conducted inventories on a regular basis to track stock levels.

Food Server

Phoenician Resort - Scottsdale, AZ

October 1996 to April 1998

Greeted guests in a friendly and welcoming manner.

Prepared tables for meals by setting up items such as linens, silverware, and glassware.

Informed customers of daily specials and menu changes.

Took orders from customers accurately and delivered to kitchen staff promptly.

Brought food and beverages to the table in a timely manner.

Provided excellent customer service by anticipating needs, responding promptly to requests, and following up to ensure satisfaction.

Food Server

Westwood Marquis Hotel - Westwood, CA

July 1995 to July 1996

Greeted guests in a friendly and welcoming manner.

Prepared tables for meals by setting up items such as linens, silverware, and glassware.

Informed customers of daily specials and menu changes.

Took orders from customers accurately and delivered to kitchen staff promptly.

Brought food and beverages to the table in a timely manner.

Provided excellent customer service by anticipating needs, responding promptly to requests, and following up to ensure satisfaction.

Checked on customers during their meal to ensure they were satisfied with their dining experience.

Communicated effectively with kitchen staff regarding order details, special requests, allergies.

Maintained cleanliness of the dining area throughout shift including wiping down tables, chairs, menus.

Room Service Supervisor

Westwood Marquis Hotel - Westwood, CA

March 1992 to June 1995

Supervised and trained room service staff to ensure proper customer service.

Ensured all orders were accurate, on time, and met the quality standards of the hotel.

Conducted weekly meetings with team members to discuss performance goals and objectives.

Monitored employee attendance and took corrective action when necessary.
Developed methods to improve efficiency in order taking procedures.
Maintained inventory levels for all items used by room service department.
Resolved customer complaints in a professional manner.
Performed daily inspections of equipment to ensure it was clean and properly functioning.
Coordinated with other departments within the hotel to ensure smooth functioning of operations.

Food & Beverage Manager

Loews Santa Monica Beach Hotel - Santa Monica, CA
April 1991 to April 1992

Supervised and managed the daily operations of the food and beverage department, including staff scheduling, inventory control, cost management, menu planning and customer service.
Developed and implemented standard operating procedures for all restaurant operations to ensure compliance with health regulations and quality standards.
Organized special events such as banquets, receptions, weddings and other social functions to ensure successful execution of services.
Maintained excellent communication between front-of-house staff and back-of-house staff in order to provide efficient service throughout the entire dining experience.
Assisted with catering requests from external clients when necessary by coordinating menus, staffing needs, delivery schedules.
Developed marketing strategies aimed at increasing business through promotions or targeted campaigns.
Analyzed sales data from POS systems on a weekly basis in order to track progress against budget targets.

Room Service Manager

Loews Santa Monica Beach Hotel - Santa Monica, CA
April 1990 to April 1991

Supervised and trained staff in the delivery of room service orders to guests.
Monitored and maintained food quality, presentation, and temperature standards in accordance with hotel policies.
Ensured prompt delivery of all orders within established time frames.
Managed inventory levels of all necessary supplies for efficient operation.
Created and implemented procedures for ordering, receiving, storing, preparing, serving and controlling food items for room service operations.
Maintained records of daily transactions including sales receipts, guest requests, special instructions.
Coordinated with kitchen staff to ensure timely preparation of meals according to customer specifications.
Scheduled staff shifts based on demand forecasts generated from past trends in room service orders.

Room Service Server

Loews Santa Monica Beach Hotel - Santa Monica, CA
April 1988 to April 1990

Assisted in the preparation of food items for delivery to guest rooms, ensuring accuracy with orders.
Provided excellent customer service by answering questions about menu selections, dietary restrictions, and other related topics.
Responded promptly to all requests from guests, providing assistance as needed in a friendly manner.
Greeted guests upon arrival to their room and provided a brief overview of room service options.

Banquet Server

Marriot Hotel - Torrance, CA

May 1987 to April 1989

Assisted in the setup and breakdown of banquet tables, chairs, linens, and other equipment.

Greeted guests upon arrival and provided assistance throughout the event.

Provided prompt, friendly service to all guests during banquets or catered events.

Carried trays of food items from kitchen to dining areas.

Served beverages and appetizers to guests in an efficient manner.

Replenished buffet lines with fresh foods as needed.

Maintained cleanliness of work area throughout shift including tables, chairs and floors.

Banquet Server

Palos Verdes Country Club - Palos Verdes Estates, CA

April 1987 to April 1988

Assisted in the setup and breakdown of banquet tables, chairs, linens, and other equipment.

Greeted guests upon arrival and provided assistance throughout the event.

Provided prompt, friendly service to all guests during banquets or catered events.

Carried trays of food items from kitchen to dining areas.

Served beverages and appetizers to guests in an efficient manner.

Maintained cleanliness of work area throughout shift including tables, chairs and floors.

Checked guest satisfaction levels throughout the event ensuring their needs were met promptly and courteously.

Transported dirty dishes from dining areas to kitchen for cleaning after each course was finished.

Education

Bachelor of Science in Supply Chain Management

Arizona State University - Tempe, AZ

May 1998

Skills

- Data analysis skills
- Organizational skills
- Supervising experience
- Restaurant management
- Interviewing
- Menu planning
- Stocking
- Leadership
- Demand planning
- Fluent in Spanish
- Process improvement
- Sales

- Resort
- Project management
- Retail Store Operations
- Cost control
- Cleaning
- Catering
- Qualitative research interviewing
- Marketing
- Pricing
- Negotiation
- Supply chain
- Cash register
- Kitchen experience
- POS
- Inventory control
- Hospitality standards
- Strategic planning
- Food handling
- Communication skills
- Contract negotiation
- Customer service
- Dietary department experience
- Serving
- Food safety knowledge
- Banquet experience
- Logistics
- Event Planning