

# DYLAN ANDRION

## PROFILE

Self-motivated innovator with a passion for careers involving hospitality management and leadership development. High level roles in the ministry, media, and hotel industries, have allowed for invaluable cross-training and resourcing, benefitting overall performance and value as a contributor and leader in relative organizations.

## EXPERIENCE

### MINISTER | KING'S CATHEDRAL & CHAPELS: HONOLULU, HI & KAHULUI, HI — 2011-2015

Promoted to ministry director over children's ministry at both Maui and Oahu locations. Provided complete oversight and management of eighty associates/volunteers, worship services, events, curriculum, counseling, and department finance. Also served in multiple leadership capacities for outreach and media ministries.

### FRONT DESK AGENT | THE WESTIN KAA NAPALI OCEAN RESORT VILLAS: LAHAINA, HI — 2015-2017

Greet and welcome guests upon arrival. Attend to guests' needs, including, but not limited to, registration, checkout and cashiering. Assist guests by providing information about the local area and attractions.

### MINISTER / DIRECTOR OF MEDIA & PUBLIC RELATIONS | KING'S CATHEDRAL & CHAPELS: KAHULUI, HI — 2016-2017

Resumed duties in January 2016, after short sabbatical, in various leadership capacities including Youth, Outreach, and Media ministries. Directed the overall production of videos/graphics for multiple departments, publishing church-wide magazine that reaches over 20,000 people, serving as contact for all advertising agencies, coordination of internal procedures for media requests, church website/social media content and development, and live streaming. Youth & Outreach leadership included managing teams of associates/volunteers that provide free transportation to over 450 youth and families and ministry to over 300 students weekly. Provided complete oversight and management of associates/volunteers, worship services, events, curriculum, counseling, and department finance. Also scheduled as speaker for various engagements at the church and its extensions worldwide.

### FRONT OFFICE MANAGER | THE WESTIN KAA NAPALI OCEAN RESORT VILLAS: LAHAINA, HI — 2017-2019

Manage the scheduling, recruiting, training, and operations for a department of eighty associates including Front Desk Agents, Front Office Supervisors, Room Blocking Specialists, Night Auditors, Service Express Agents, Bell Clerks, and Bell Captains. Coordinate the overall efforts of the hotel's guest relations. Serve as the liaison for guest and hotel management, effectively operating as the manager on duty. Direct the response of front office and multiple departments as necessary for guest service and recovery. Report to Front Office directors and engage in mentorship/training at directorship level. Primarily oversee Rooms Control & Front Office Supervisor teams.

### ASST. DIRECTOR OF FRONT OFFICE | THE WESTIN KAA NAPALI OCEAN RESORT VILLAS: LAHAINA, HI — 2019-Present

Department head position overseeing eighty-four associates and responsible for Front Office leadership development, budget of thirty-six million in top line revenue, 3.1 million in labor, and 612 thousand in controllable expenses. Property size of 1021 villas, directly reporting to Assistant Director of Rooms and actively involved in interdepartmental rollout and daily operations with outsourced Housekeeping department. Property Lead and SME for integration with Marriott Vacations Worldwide and Marriott International.

## EDUCATION

Kamehameha Schools Maui High School; Maui, HI — [REDACTED] Media Academy

Southwestern Assemblies of God University Distance Education; Waxahachie, TX — [REDACTED], Pastoral Counseling

## SKILLS & QUALIFICATIONS

- Computer skills including word processing, presentations, and spreadsheets.
- Advanced use of Excel VBA, macro coding, and Crystal Reports.
- Team management and leadership development; *Certified John Maxwell Speaker, Trainer, and Coach*
- Planning and execution of major events involving time management, public relations, high-level finances, & coordination of large teams of volunteers and staff.
- Production of promotional videos using leading software such as Final Cut Pro & Adobe Premiere Pro/After Effects.
- Graphics production including flyers, tickets, articles, and banners using software such as Photoshop & InDesign.
- Website and app development using software such as Adobe Dreamweaver/Muse and use of HTML & CSS coding.

## REFERENCES

[REDACTED]