

NIKKI ANNE KEPO'O (BORENGASSER)

EDUCATION/CERTIFICATION:

Travel Industry Management/Computer Science, Hawaii Pacific University
State of Hawaii Notary Public 2014 – Present
Department of Defense T3R Secret Clearance, 2019 – Present
Facility Security Officer in Non-Possessing Facility Certifications 2019 – Present

LANGUAGES:

English and Sign Language

EXPERIENCE:

01/2016 – HRG TECHNOLOGIES LLC / HOKUKAHU, LLC

Present Honolulu, Hawaii

Office Manager/ Facility Security Officer

- Manages Human Resources, Accounts Payables & Receivables, and Facility Security government requirements according to the DCSA and NISPOM directives for the Healthcare/IT Development organizations.
- Serves as the Executive Administrative Support to Business Owners and team members as well as the liaison between government contractors and project management,
- Creates policies for personnel facility and cyber security measures; supervise and direct security measures within the facility both physically and virtually.
- Since September 2019, provides support to an additional organization, POHAKU PACIFIC LLC, with compliance with facility security governmental requirements according to the Defense Counterintelligence and Security Agency (DCSA) and NISPOM directives.

03/2014 – GREAT DESTINATIONS, INC

01/2016 Honolulu, Hawaii

Director of Operations / Business Management (10/2014 – 01/2016)

Managed all operations for tour company: tour reception, contract processing, quality assurance management, marketing dispatch, department, inventory, vendor partnerships, accounting, payroll, human resources, budgeting, forecasting, training, recruiting, and sales & marketing support.

Office Manager (03/2014 – 10/2014)

Prepared/produced office documents, served as the liaison between the resort and company, assisted the sales and marketing department, processed payroll, accounting, and contract documents, including Quality Assurance Manager (QAM), and notary public services.

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EXPERIENCE:

09/2008 – **HILTON GRAND VACATIONS COMPANY**

03/2014 **Honolulu, Hawaii**

Executive Assistant to Vice President of Sales (08/2013 – 03/2014)

- Performed administrative duties for the Vice President of Sales – Domestic and International.
- Scheduled meetings, created reports, supported the sales division, assisted on the APAC division for events and planning.
- Coordinated priorities with various departments that indirectly affected the sales and training processes.

Business Coordinator / Premium Specialist (04/2011 – 08/2013)

- Processed invoices and reconciliations for marketing activity programs and Premium Inventory Control for the Sales and Marketing Division; assisted in producing policies and procedures of accounting tasks assigned to business management.
- Assisted with verification of contracts, rates, terms and conditions of agreements; partnered directly with all vendors regarding their invoicing and policies.

Business Analyst (09/2008 – 02/2011)

- Reviewed financials for Waikoloa Sales and Marketing Departments; completed forecasting for the Waikoloa Timeshare Division.
- Processed various departments' payroll and bonus reports; assisted in the preparation and structure of compensation plans for several departments; assisted in the preparation and structure of compensation plans for several departments; created/updated policies and procedures.

04/2008 – **NIKKI KEPO'O, LLC**

09/2008 – **PACIFIC MONARCH RESORTS**

(04/2008 – 09/2008)

Consulting Contract in Irvine, California

Acting Director of Yield Management

Created policies and procedures for a new Rental Program. Assisted with Human Resources functions (created job descriptions, hired and trained personnel), Accounting (reforecast and created new budgets), and Sales and Marketing operations (partnered with external wholesalers and resellers).

PLEASANT HAWAIIAN HOLIDAYS

Consulting Contract in Honolulu, Hawaii

(04/2008 – 06/2008)

Infrastructure of Operations (Sales, Marketing, Customer Service)

Created various templates and structure for reporting and tracking: Proformas to justify new programs, Flash Reports to track daily production for desks, briefing, and customer service staff, Pipeline Reports to forecast current, pickups, or budget comparison, and Narratives for End of Month reviews and financials.

EXPERIENCE:

**07/2002-
01/2008**

EMBASSY VACATION RESORTS /SUNTERRA CORPORATION

SUNTERRA CORPORATION:

10/2004 – 01/2008

Las Vegas, Nevada

Director of Yield Management

(04/2007 to 01/2008)

- Oversaw the efficiencies, productivity, and management for all departments immediately controlled by the developer; managed 12 Direct Reports (rental, owner services, inventory management)/80 Indirect Reports.
- Managed all report functionalities in forecasting, budgeting, and financials (inclusive of employment hiring, termination, and retention).
- Responsible for new programs introduced to enhance and/or improve for the developer (Systems, Partnerships, Departmental Processes).

National Inventory Yield Manager

(09/2006 to 04/2007)

- Assisted the Vice President of Inventory Yield Management with decision making processes for new programs, enhanced and/or improved procedures that created higher efficiencies for inventory, revenue, occupancy, timeshare volume, and future partnerships.
- Oversaw Rental Reservation Call Centers, Inventory Management for 20 properties, and Yield Management support to the Rental Sales & Marketing departments for the continental U.S., Hawaii, and Caribbean. Managed 8 Direct Reports/40 Indirect Reports.
- Supported Sales & Marketing efforts, conducted/coordinated training pertinent to inventory, reservations, sales & marketing for all departments.

National Rental Coordination Manager

(10/2004 to 09/2006)

- Supported the Director of Space Management which entailed organization to the departments overseen by the department, such as, Inventory for 18 properties, rental reservations, and rental marketing for the continental U.S. and Caribbean.
- Managed the Rental Reservation Call Centers for Florida and Las Vegas) and Regional Inventory Control for California, Nevada, and Hawaii; Managed 6 Direct Reports/19 Indirect Reports.

EMBASSY VACATION RESORTS

07/2002 – 10/2004

Honolulu, Hawaii

Sales & Marketing Administrative Assistant

- Conducted contract maintenance, scheduling, meeting minutes, follow up action items, program policies, maintenance of files, and department expense monitoring.
- Supported all Hawaii Regional Directors' and Executive Managers' directives including creating budgets and forecasting reports.

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EXPERIENCE:

2000 – ALAMO RENT A CAR
2002 Honolulu, Hawaii
Sales & Marketing Administrative Assistant

Administered Hawaii Regional Sales & Marketing functions: contracts, rates, reports, requests, meetings, summits, and communications amongst all departments.

References furnished upon request.