

PROFESSIONAL SUMMARY

**General Manager & Executive Director-Hospitality & Luxury Resort Management**

An action-oriented management professional with extensive experience in the hospitality industry coupled with in-depth knowledge of luxury residential/resort management, world-class golf operations, food and beverage, facilities management, spa operations, customer service, and cost control initiatives. Conceptualizing & introducing business strategies to advance profitability. Exceptional leadership qualities to motivate and mentor department managers and frontline staff to propel financial and operational performance while enhancing guest and employee satisfaction. Demonstrated capacity to increase revenue and control costs.

SKILLS

- Customer service applications
- Team building and mentoring
- Sales and marketing
- Annual budget preparation
- Capital project management
- Revenue management
- Cost control analysis and execution
- Human resources and training
- Strategic planning and analysis
- Property management

WORK HISTORY

**PRESIDENT/CEO, 02/2022 present**

**NA LEO 'O HAWAI'I**

Nā Leo's mission is to provide television access to facilitate diverse community dialogue and educational awareness for the citizens of Hawai'i island. This same access is utilized for County and State Governments to communicate and provide relevant information to Hawai'i island residents. Our mission includes providing our citizens with great customer service, clean facilities, and the modern equipment.

**EXECUTIVE DIRECTOR, 07/2017 to 12/2018, 09/2020 to 02/2022**

**WAIOLI CORPORATION/NUHOU CORPORATION – Lihue, HI**

A nonprofit founded to preserve the 110-acre historic Grove Farm Sugar Plantation

- Direct the overall operation of the Grove Farm Museum, Waioli Mission House, and Mahamoku Museum including tours, special events, landscape maintenance, historic building preservation, restoration of facilities and contents, staffing and HR functions
- Oversee fiscal fundraising and provide direct supervision to the curator, grounds supervisor, museum secretary, housekeeping and kitchen staff, and five site caretakers
- Completed three major landscaping projects with no added labor cost by restructuring the landscaping teams to drive productivity for the 120-acre property

**REAL ESTATE SALESPERSON, 10/2019 to Current**

**VERRADO REALTY – Buckeye, AZ**

- Liaise between buyers and sellers to provide positive experiences for both parties
- Compile lists of properties that meet buyers' needs and financial resources
- Inform home buyer of sales, construction and warranty processes
- Work closely with clients to facilitate appropriate loans, inspections and credit reports

**GENERAL MANAGER, 03/2013 to 06/2017**

**THE CLUB AT KUKUI'ULA – Koloa, HI**

- Hands-on management of club, lodging and resort operations, servicing members and guests, as well as lodging guests and sales prospects
- Directed member relations, employee relations, human resources, food and beverage, golf operations, golf maintenance, property maintenance, landscaping, ocean activities, spa and fitness programming, and customer service
- Managed a team of nine department heads and indirectly responsible for a total staff of 180
- 36.5 million in total real estate sales of lodging units reached in less than three years
- 217% increase in overall real estate sales attained in four years by training the leadership team on Hawaiian values and working directly with the real estate team to devise custom, curated experiences for each sales prospect

**MANAGING DIRECTOR OF MARKETING FOR BIVB, 05/2012 to 03/2013**

**HAWAII VISITORS & CONVENTION BUREAU – Waimea, HI**

- A private non-profit 501(C) 6 corporation focused on marketing and creating a sustainable, diversified travel destination demand for the Hawaiian Islands
- Led the marketing distribution and programming for BIVB
- Supervised five direct employees
- Negotiated a long-term lease at no extra cost to relocate the organization to a location in which 87% of business partners operated to augment accessibility and drive business

**RESORT MANAGER, 07/2011 to 05/2012**

**SHERATON KEAUHOU BAY RESORT & SPA – Kailua-Kona, HI**

- Directed daily operations of the 519-room resort during recession recovery
- Oversaw the \$16 million expansion I renovation while training the management team using Hawaiian values and deliver on the importance of "sense of place"
- Supported seven department managers with indirect leadership of 225 associates
- 16 million renovation completed on budget within ten months while concurrently retraining the 225 staff members to deliver world-class customer service using Hawaiian values and collaborating with the construction team to deliver 231 rooms on a rotation per wing to remain operational during construction

**GENERAL MANAGER OF KEAUHOU BEACH RESORT, 02/2008 to 07/2011**

**OUTRIGGER ENTERPRISES – Kailua-Kona, HI**

- Repositioned the 311-room full-service hotel to become a cultural and educational destination
- Allied with local cultural experts to initiate cultural and educational programs
- Hands-on financial oversight while directing human resources I staffing as well as rooms, maintenance, landscaping, cultural activities, educational events, food and beverage, catering, and conference services
- 1.8 million reduction in the breakeven point obtained by scaling down costs after the 2008 recession
- 28% uptick in average daily rates gained by repackaging room rates to include breakfast and cultural I educational tours and activities
- 2 ranking out of 15 on Trip Advisor, an increase of six spots, realized by retraining employees to accommodate new cultural I educational programming

**GENERAL MANAGER, 04/2005 to 02/2008**

**THE CARNEROS INN – Napa, CA**

- Enhanced revenue and service delivery while completing facility and service expansion
- Directed a team of eight director- level employees as part our 330 employees
- \$55 million expansion led in two years while driving a 91% hike in rates and 20% rise in occupancy
- \$1.575 million in wholesale revenue earned in two years by targeting high-end travel agencies
- 91% growth in the average daily rate secured by affiliating with a luxury travel consortium and high-end travel consultants to drive rate and occupancy with targeted customers
- Achieved #11 Resort and #16 Spa in the US in 2007 Conde Naste Travelers Readers Poll

**GENERAL MANAGER, 05/1993 to 03/2005**

**LANAI COMPANY – CASTLE AND COOKE RESORTS, FOUR SEASONS LANAI – Lanai City, HI**

- General Manager of The Manele Bay Hotel & Spa and Hotel Manager at The Lodge at Ko'ele from January 2000 - March 2005
- \$168,000 savings reaped on a \$2.5 million revenue budget by requiring menu cards for food items and mixed drinks as well as assessing and repricing the wine mix
- Lodge at Ko'ele-#1 ranking on the Gourmet Magazine formal dining restaurants in Hawaii list garnered for three successive years while earning the #9 spot on the 1997 Conde Nast Traveler reader poll for best restaurants in the US
- Manele Bay Hotel-#1 ranking on the 2002 Conde Nast Travelers gold list and #2 spot on the Conde Nast best golf resorts list in the US cultivated by instituting training programs for management and staff to enrich services and amenities

---

**EDUCATION**

---

**Bachelor of Arts:** Economics

**Northwestern University** - Evanston, IL

Member Varsity Football

Member Delta Upsilon Fraternity

---

**CERTIFICATIONS**

---

**Licensed Real Estate Salesperson**

State of Arizona

July 2019 - July 2021

**Hawaii Restaurant Association Hall of Fame Induction**

November 19, 2018