

Kelsey Youmans

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SUMMARY

Dynamic and results-driven professional with 17 years of experience in luxury hospitality, event production, Sales, and cruise industry entertainment. A proven leader in client relations, negotiations, and high-profile event execution, delivering exceptional guest experiences while driving revenue growth.

EXPERIENCE

Event Sales Manager at the Fontainebleau, Miami Beach

Encore Global

June 2024 - Present, Fontainebleau, Miami Beach, Florida

- Negotiates contracts with clients and vendors, balancing budgets and vision while maximizing profitability.
- Generated over \$500K in audio visual revenue within six months, securing an additional \$660K+ to date for high-profile clients including Oxford Economics, Pegasus Productions, and Hallmark Inc.
- Awarded "Rookie of the Year" for exceptional client service and feedback, and continues to monitor reviews, ratings, and guest insights to enhance offerings further.
- Builds strong client relationships and collaborates with hotel directors and cross-functional teams to ensure seamless communication and flawless event execution, while leading and improving team performance through precise CRM data, management, and providing structured feedback to technicians and coordinators.

Senior Sales Manager

Zameer Kassam Fine Jewelry

November 2019 - November 2023, New York, NY

- Managed pipeline, team assignments, pricing, and production oversight to ensure client satisfaction.
- Closed sales ranging from \$4,990 to \$1.5M+ annually, totaling approximately \$5M.
- Stayed informed on current trends, attended showcases to meet new vendors, and scout talent.
- Negotiated contracts with vendors and orders with clients to meet client and company budgets.
- Led recruitment, onboarding, and trained staff and used gemological expertise for client and team education, boosting loyalty and attracting new business.

Luxury Cruise Ambassador, Performer, and Cabaret Producer

Royal Caribbean Ovation of the Seas, Disney Magic, Regent Voyager

February 2012 - February 2018, International

- Served as the lead singer in main stage productions and cabaret shows on various cruise ships, embodying the brand's values.
- Produced and directed headliner shows while overseeing all aspects, including band arrangements, costumes, and slideshows.
- Developed and led various entertainment programs, crew excursions, and guest activities, such as improv classes, bingo, and trivia.
- Maintained in-depth knowledge of onboard luxury cruise clientele, entertainment operations, ship protocols, and safety measures while collaborating with various departments on board.
- Traveled to 54 countries including roles on land and at sea (and cannot wait for more travels to come!)

Other Notable Past Work

Entertainment, Hotels, and Event Production

Various dates, New York, NY

- Played Babette in the Beauty and the Beast International tour, acted as the principle singer for Ballys Las Vegas's Jubilee, and played a leading role in multiple off-Broadway shows.
- Served as the face of Standard Hotels and CitizenM Hotels for global guests, offering personalized concierge services, handling barista and bartender duties, team training, and coordinating with various operational teams.
- Produced photography exhibitions at prestigious venues in New York, including Gallery X, CitizenM, and MOCA Museum for World Pride, negotiated with vendors and sponsors and executed marketing campaigns to boost attendance.

CERTIFICATIONS

Crew Safety Regulations

- Crowd Management, Hotel Basic Safety STCW, Security Awareness, Personal Survival Techniques, Passenger Ship Training, Fire Prevention and Fire Fighting Theory, Elementary First Aid Theory, Personal Safety and Social Responsibilities

SKILLS

Leadership & Team Management, Event Planning & Execution, Luxury Hospitality & Client Relations, Entertainment & Production, Sales & Business Development, Communication & Public Speaking, Technology & Software Proficiency

Compass, Navigator, Salesforce, Social Tables, Microsoft Office Suite, Google Workspace, Adobe Photoshop, Slido, Amadeus Delphi, Opera PMS, Vectron, Itesso, Slack, Teams, Passport, Seamans Book