

Emily Johnson

Hotel Group Sales Manager

WORK EXPERIENCE

Loews Regency New York Hotel

Hotel Group Sales Manager

New York, NY | 2022 - current

- Managed a portfolio of 52+ corporate accounts using Oracle CRM, increasing annual sales by \$274K through effective lead nurturing and sales forecasting.
- Spearheaded the optimization of room pricing strategies with RevPar Guru, increasing the average room rate by \$39 per night during peak seasons.
- Supervised the seamless integration of Protel for reservations, improving client onboarding and reducing booking discrepancies by 22%.
- Expanded cross-channel sales initiatives using SiteMinder to manage bookings across five OTAs, increasing group bookings by 13%.

Hyatt Centric Times Square

Banquet Coordinator

New York, NY | 2019 - 2022

- Designed multi-channel marketing campaigns through Marketo, generating 160+ new leads and \$122,064 in group bookings during an off-peak period.
- Coordinated event schedules for over 126 corporate and social events per year using Protel, achieving a 97% satisfaction rate based on post-event feedback forms.
- Initiated the adoption of Eventbrite for seamless guest ticketing and registration, reducing event check-in times by 11 minutes on average for large-scale events.
- Processed client contracts and payments using Booking.com's secure system for out-of-town events, boosting transaction speed by 48%.

Marriott Marquis Times Square

Receptionist

New York, NY | 2015 - 2019

- Systematized team communication via Slack, streamlining collaboration with eight internal departments and reducing response time to client inquiries by one hour.
- Facilitated guest communication through Booking.com, which saw response time reduce by eight minutes on average and satisfaction rating rise to 8.4/10.
- Developed visual dashboards in Tableau tracking event KPIs, reducing data entry time for post-event reporting by 54%.
- Led the implementation of SiteMinder to manage direct bookings, reducing the average manual booking entry time by four hours per week.

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[LinkedIn](#)

SKILLS

- Oracle CRM
- Protel
- RevPar Guru
- Booking.com
- Marketo
- Eventbrite
- Tableau
- SiteMinder
- Slack
- Asana

EDUCATION

Bachelor of Science

Hotel Administration

Cornell University

2011 - 2015

Ithaca, NY