

Albert Ross Crimaldi, MBA

Hospitality | Hotel & Resort Management | Investment Analyst | Revenue Management | Marketing | Events | Supervisor

Summary

PASSION FOR HOTEL INDUSTRY | TOP-NOTCH FINANCIAL ANALYSIS AND BUSINESS ACUMEN | POISED TO BRING SUCCESS TO YOUR BUSINESS#

As a recent MBA (Johnson & Wales), I am targeting revenue management opportunities that leverage both my training in hospitality and my affinity for financial services and marketing. Since the start of my career in hospitality as a guest service agent, I have worked in every aspect of the tourism industry –from catering and event management to sales, marketing, accounting and operations.

I'm known as a high-energy, creative problem-solver with a zeal for creating well-considered, efficient operations. What makes me excel in my field:

HIGHLY ANALYTICAL, PENSIVE & CREATIVE MIND

- # Conducted full-spectrum industry/financial analyses of businesses.
- # Devised/implemented grand opening operations for 65,000 sq. ft. entertainment venue; created employee handbook, surveyed post-launch procedures, established sustainable business solutions.
- # Spearheaded innovative marketing strategies to bolster sales for multi-property management firm.

WELL-ROUNDED BACKGROUND: PROFESSIONAL, ACADEMIC, TECHNICAL

- # Professional experience in hotel, resort, and rental management. Consistently among Top 5 regional sellers for rental management firm.
- # Graduate studies in economics, accounting, marketing research, quantitative analysis, business and finance. Ongoing professional development.
- # Proficient in MS Office applications; experience with Delphi, Opera, Synxis, Easy RMS.

SUPERIOR TIME MANAGEMENT

- # Worked full-time while completing top-ranked MBA program for Hospitality in the U.S.
- # Managed 100-person staff and planned dozens of weekly events while supervising all retail operations at busy entertainment complex.
- # Handled reservations, supervised personnel, monitored customer service, and fielded inquiries for 2 high-traffic luxury hotel properties simultaneously.

I am always looking for better ways to do business – and always up for a challenge!

Specialties

#Hospitality | Hotels | Resorts | Tourism | Retail | Sales | Marketing Strategy | Event Management

#Business Analysis & Development | Investment Management| Accounting | Finance |
Revenue Analysis & Management | Operations | Operational Forecasting | Systems Audits

#Employee Training | Policies & Procedures | Efficiency | Relationship Building

Experience

Marketing Specialist at United Dominion Realty Trust

August 2009 - Present (3 years 1 month)

#Responsible for all activities related to apartment rentals, move-ins, and lease renewals

#Plan and execute all marketing initiatives as well as resident events

#Consistently among the top sellers in UDR's Boston region portfolio(9 properties)

#Assist with increasing resident retention by developing relationship building initiatives

Reservations Supervisor - Inn at Harvard & Harvard Square Hotel at Collegiate Hospitality LLC

February 2008 - July 2009 (1 year 6 months)

#Oversaw all room reservations between two separate properties while additionally directly supervising two reservation agents

#Ensured adherence to policies and procedures and monitored customer service skills to maintain quality standards

#Managed group rooming lists and maintained all third party booking channels

#Assisted in answering reservation calls that averaged around 700 calls per week

1 recommendation available upon request

Supervisor - Sheraton Ferncroft CoCo Key Water Resort at Sage Hospitality Resources

May 2007 - February 2008 (10 months)

#Supervised a 55 game interactive arcade with a full redemption center

#Promoted to manager on duty responsibilities for a 65,000 sq-ft indoor water park with capacity of over 1,000 guests

#Coordinated all Birthday Party celebrations at the water park which averaged over 35 parties per week

#Responsible for all retail operations that included t-shirts, disposable cameras, batteries, goggles, etc.

1 recommendation available upon request

Guest Service Agent - The Charles Hotel at Interstate Hotels & Resorts

January 2004 - April 2007 (3 years 4 months)

#Responsible for greeting and registering guest's, providing outstanding guest service, and settling the guest's account upon completion of their stay.

#During this time I completed two internships with the Charles Hotel. One a month long in January of 2004, and the second an eight month long internship. During this time I frequently had to administer reports for college credit.

#Exposed to all departments within the hotel including housekeeping, sales, banquets and kitchen

Certifications

Dale Carnegie - How to Sell Like a Pro

January 2012

Languages

| | |
|----------------|-----------------------------------|
| English | (Native or bilingual proficiency) |
| Italian | (Limited working proficiency) |

Courses

Bachelor, Hospitality & Tourism Administration

Endicott College

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|----------------------------------|--------|
| Foundations of Hos & Tour I | HTA101 |
| Concepts of Food & Beverage | HTA105 |
| Probability | MTH125 |
| Rooms Division Management | HTA108 |
| Service Management | HTA110 |
| Hospitality Fin Accounting | HTA116 |
| Foundations of Hos & Tour II | HTA220 |
| Hosp Mgmt Accounting | HTA225 |
| Restaurant Management | HTA250 |
| Fundamentals of Events | HTA255 |
| International Hosp Marketing | HTA212 |
| Culinary Arts Operations | HTA240 |
| Cultural & Eco Impact of Tourism | HTA314 |
| Hospitality Legal Perspectives | HTA360 |
| Sport Venue Management | SM250 |
| History & Appreciation of Wine | HTA315 |

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| Events Risk Management | HTA372 |
| Events Management | HTA318 |
| Hosp Strategic Management | HTA415 |

MBA, Hospitality

Johnson and Wales University

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|---|-----------|
| Economics in the Global Economy | ECON 5000 |
| Quant Analysis for Prob Solving & Decision Making | MATH 5000 |
| Strategic Communication | COMM 5500 |
| Research & Analysis | RSCH 5500 |
| Strategic Services Marketing | MRKT 5500 |
| Organizational Behavior for Effective Leadership | MGMT 5800 |
| Human Resources Issues | MGMT 5600 |
| Hospitality & Tourism Global Issues | HOSP 5500 |
| Financial Management | FISV 5600 |
| Labor Relations | MGMT 6050 |
| International Business Negotiations | IBUS 6020 |
| Marketing Research | MRKT 6030 |
| Event Leadership - Summer 2012 | EVNT 6000 |
| Hosp & Tour Bus Policy & Strategy | HOSP 6800 |

Skills & Expertise

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|-------------------------------|------------------------------------|
| Hospitality | (Expert, 8 years experience) |
| Hotels | (Advanced, 9 years experience) |
| Hospitality Management | (Expert, 9 years experience) |
| Hotel Management | (Advanced, 9 years experience) |
| Customer Service | (Expert, 12 years experience) |
| Resorts | (Advanced) |
| Sales | (Expert, 4 years experience) |
| MBA | |
| Revenue Management | (Intermediate, 3 years experience) |
| Revenue Analysis | (Intermediate, 3 years experience) |
| Forecasting | |
| Financial Services | (Beginner) |
| Event Planning | (Advanced, 9 years experience) |
| Microsoft Office | (Advanced, 12 years experience) |
| Grand Openings | (Intermediate, 1 year experience) |
| Tourism | (Expert, 9 years experience) |
| Rental Management | (Expert, 3 years experience) |

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|---|------------------------------------|
| Marketing Research | (Intermediate, 3 years experience) |
| Marketing Supervisory Experience | (Advanced, 3 years experience) |
| Employee Handbooks | (Intermediate, 1 year experience) |
| Employee Training | (Advanced, 3 years experience) |
| Retail | (Intermediate, 1 year experience) |
| Marketing Strategy | (Advanced, 3 years experience) |
| Business Analysis | |
| Investment Management | |
| Accounting | |
| Finance | |
| Operations Management | |
| Efficiency | |
| Building Relationships | |
| Long Term Relationship Building | |
| Quantitative Research | |
| Problem Solving | |
| Problem Analysis | |
| Creativity | |
| Financial Analysis | |
| Rooms Division Management | |
| Venue Management | |
| Economics | |
| Labor Relations | |
| Negotiation | |
| Team Leadership | |
| Leadership | |
| Communication | |
| Food & Beverage | |
| Culinary Skills | |
| Human Resources | |
| Research | |
| Analysis | |

Education

Southern New Hampshire University

Master of Science (MS), Finance, General, 2012 - 2014

Johnson and Wales University

MBA, Hospitality, 2008 - 2012

Endicott College

Bachelor, Hospitality & Tourism Administration, 2003 - 2007

Activities and Societies: Endicott Varsity Football 2003-2006

Milford High School

Diploma, General Studies, 1999 - 2003

Activities and Societies: Captain of Football & Wrestling team senior year.

Interests

events, finance, training, sales, the outdoors, professional networking, sports, weight lifting, domestic & international travel, history, reading/blogs/newspaper/magazines, organizational development, strategic planning, investing, usability research, gourmet cooking

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2 people have recommended Albert Ross

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— **Caitlin M.**, *Revenue Manager, Collegiate Hospitality, LLC*, managed Albert Ross at Collegiate Hospitality LLC

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— **Megan H.**, *Front Desk Clerk/Birthday & Group Sales, Sage Hospitality Resources*, reported to Albert Ross at Sage Hospitality Resources

[Contact Albert Ross on LinkedIn](#)