

Amoy Lindo-Coleman

Personal/Professional Summary

Lead and directed management team to facilitate a smooth hotel operation. Provided the highest levels of customer support where elevated customer service is required. Trustworthy, result-oriented processing exemplary interpersonal, organizational and communication skills with exceptional attention to details. Effectively coordinates group sales, Accounts Receivables, and manage administrative responsibilities daily. Utilizes Fosse, Opera, One Source, CVent, Empower/GXP, ADP, and Guest Voice platforms as well as drafting new contracts and proposals. Created and executed new policies, serve as liaison to team members regarding new standards, training and requirements. Monitors employee hours, processes payroll, and all Human Resource needs at the property level.

Key Strengths

Accounts Receivables

- Reconcile accounts receivables, new rates negotiation, Direct Bill set up, Local Negotiated Rate accounts set up and invoicing. Drafting contracts and proposals.

Customer Service/Leadership

- Lead department heads and ensure that established procedures are completed in accordance with hotel policy, i.e., ensure proper public relations techniques are utilized, guest handled both courteously and professionally, proper identification and credit card are established and all posting, cash transactions, account settlements and deposits are handled correctly.
- Resolved complaints, chargebacks, and issue refunds.
- Managed operational expenses, facilitate new hire process, interviews, training, elevating job performance and providing ongoing training/development in all positions.
- Managed workflows develop complete managerial outline for continued growth and success of the hotel operation.
- Coordinated workload to ensure completion of daily tasks. Assign responsibility.
- Helped to increase Customer Services and Likely to Recommend scores throughout the pandemic.
- Effectively lead the team with an approachable, motivational, and hands-on work ethics.
- Provided elevated customer experience and relationship building to generate local clientele.
- Promoted new services and features of the hotel to generate more business and key emphasis on enhancing guest experience.

Work History

General Manager

Courtyard by Marriott, High Point 2022 - Present

Assistant General Manager

Courtyard by Marriott, High Point 2021 – 2022

Front Office Manager

Courtyard by Marriott, High Point 2019 – 2021

Guest Service Manager	2011 - 2019
Inner Circle Hotels LLC, High Point, NC	
Front Office Supervisor	2010 – 2011
Days Inn Wildwood, FL	
Breakfast Host/Housekeeper	2009 – 2010
Juniper Hill Inn, Ogunquit, ME	
Busser/Food Runner/Banquet Server	2008 – 2009
Receptionist	2007 – 2008
Idler' Rest Beach Hotel, Jamaica	
Store Manager	2002 – 2007
Leron's Merchandise & Hardware Store, Jamaica	

Education – Certificates

ECPI University	
Master of Business Administration - Business Management	2019 – 2020
ECPI University	2016- 2019
Bachelor of Science in Business Administration – Business Management - Magna Cum Laude	
Guilford Technical Community College	2015
General Education Development - Diploma	
Aviation Core & Assembly Mechanic – Diploma	
Human Resource Development: Interviewing & Employability Skills – Certificate	
Culloden HEART Academy	2006 – 2007
Hospitality Services, Villas & Other Properties – Certificate	
Black River HEART Academy	1999 – 2000
Secretarial Skills – Certificate	