

# Mark Connell

## Experience:

1. Eleven (11) years General Manager, Hotel Front Office, and Sales Management Experience.

- Marriott
- IHG
- Carlson
- Hyatt
- Uptown Suites
- Extended Stay America

2. Computer:

- Microsoft Office
- Suite
- Lotus
- Excel
- FOSSE
- Marsha
- Holidex
- Opera
- Citrix
- Nitevision
- ZoomInfo
- WinAi
- HotelKey

## Education:

- **Associate Bible Certificate - Emphasis Youth and Evangelism**, Word of Life Bible Institute-Schroon Lake, N.Y., 2001-2003 (College Ministry-Youth Evangelism worked two (2) weeks a semester in New York City with local youth and churches.
- **Associate Degree – Communications and Business Management (Double Major)**, Chowan College-Murfreesboro, N.C., 1990-1992; attended on a full athletic/ academic scholarship. Played two years of collegiate baseball while attending.
- **High School Diploma**, First Assembly Christian School-Concord, N.C., graduated 1990. (Captain of basketball and baseball Senior year, member of International Relations Organization, and a National Honors Drama student).

## Community Relations:

- Served as HOA President in **2019** for Oaks of Landis, transitioned HOA board from contractor to home owners.
- Served on Town of Landis Planning Board, **2019-2020**.
- Mayoral Candidate, Town of Landis **2019**.

## Employment:

**(2021 - Current): General Manager, Courtyard by Marriott-High Point, N.C.**, Oversaw day to day operations of all hotel departments, guest relations, and Marriott standards compliance as well as training. I also handled accounts receivable as well as payable, department ordering/ inventory, weekly deposits, and property management reporting for both IHG and franchise management. This property is operated by Poteat Hospitality based out of Laurinburg, North Carolina.

**(2019 – 2021): National Account Manager, Extended Stay America – Charlotte, N.C.**, Oversee a portfolio of current ESA national clients, maintain travel partnership via annual accommodation bookings and production revenue nationally, as well as develop new business within portfolio growth.

**(2017 – 2020): Operations & Sales Consultant, Self Employed**, assisting corporate and franchise(s), with single as well as multi-property strategy projects.

**(2017 - 2017): Property Project Manager, Uptown Suites-Concord (Project)**, I was hired to open and launch this new brand and its first two properties in Concord, North Carolina and Smyrna, TN. I oversaw all pre-opening operations, and was retained for the first two months of operations to train all hourly staff, and assure the on-site management team was ready to run the property daily. Duties included brand design and training, forecasting, budgeting, accounts payable and receivable, designing brand operation forms and checklist, contractor, and client communication (regarding vendors, deadlines, and permits), scheduling, hiring, and payroll. This new brand/ hotel is operated by Intown Suites based out of Atlanta, Georgia, and owned by corporate investors.

**(2013 - 2017): Operations Trainer/ AM Shift Lead at Hyatt Place – Charlotte Downtown**, Charlotte, North Carolina. Oversaw all operation aspects of the gallery host(s) from front desk procedures to food and beverage, from the available brand outlets. Daily operations include but are not limited to check-ins and check-outs, serving limited Starbucks menu, taking and preparing Gallery menu orders. I have also had the opportunity to assist in training gallery host new hires. This hotel is owned by Smalls Brothers and operated by Prospera Hospitality, based out of Pittsburgh, Pennsylvania.