







# JOHN BERGSEN

A hotel general manager with a strong hospitality and business administration background, holds degrees from Cornell University and the University of Nevada. Proven record in overseeing all hotel operations, managing budgets, and enhancing customer satisfaction at renowned establishments such as Marriott International and Hilton Worldwide Holdings. Recognized for leadership skills, financial management, and setting effective strategies to improve hotel operations and customer service.

## CONTACT

-  (123) 456-7890
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-  Minneapolis, MN 12345

## KEY SKILLS

- Budgeting and cost accounting
- Customer service and relations
- Hotel operations management

## EDUCATION

Bachelor of Science in Hospitality Management, CORNELL UNIVERSITY, Ithaca, NY, May 2015

Master of Business Administration (MBA) in Hospitality, UNIVERSITY OF NEVADA, Las Vegas, NV, December 2017

Bachelor of Arts in Business Administration, UNIVERSITY OF FLORIDA, Gainesville, FL, May 2016

## PROFESSIONAL EXPERIENCE

Hotel General Manager | Marriott International, Las Vegas, NV  
January 2018 to present

- Manage a team of over 150 employees across various departments, ensuring smooth hotel operations and high customer satisfaction
- Implemented cost-saving measures that reduced overall operational expenses by 20%, contributing significantly to the hotel's profitability
- Introduced customer service training program that increased guest satisfaction scores by 15%

Assistant Hotel Manager | Hilton Worldwide Holdings, Orlando, FL  
June 2015 to December 2017

- Helped manage all hotel operations, including housekeeping, front desk, food and beverage, and maintenance, ensuring efficiency and effectiveness
- Played key role in managing the hotel's budget, contributing to a 10% increase in annual profitability
- Handled customer complaints and set strategies to improve customer service, increasing satisfaction ratings by 10%

## PROFESSIONAL DEVELOPMENT

- American Hotel & Lodging Educational Institute
- Certified Hospitality Supervisor (CHS)
- Certified Hotel Administrator (CHA)
- Certified Rooms Division Executive (CRDE)