

SEAN GALLEGOS

HOSPITALITY PROFESSIONAL

CONTACT

-  702.439.3992
-  sean.dgallegos@gmail.com
-  www.linkedin.com
-  6614 Blue Diamond Rd., Apt. 1204
Las Vegas, NV 89139

SKILLS

Project Management
Leadership
Customer Service
Conflict Resolution
Office Administration
Concierge Services
Microsoft Office
Planning and Scheduling
Training

ACCOLADES

Nevada Hotel & Lodging Association

Stars of the Industry:
Emerging Leader Nominee (2022)

Member, Les Clefs d'Or USA

(2015-Present)

Southern Nevada Hotel Concierge Assoc.

Director of Membership (2015-2016)

EDUCATION

University of Nevada, Las Vegas

B.S. Lodging & Resorts Management

LANGUAGES

English 

Spanish 

French 

PROFILE

Skilled hospitality professional with more than 15 years of experience in the hospitality industry and management. Proven exceptional customer services and motivated leadership abilities, seeking an opportunity where I can use my organization and attention to detail in luxury property management.

WORK EXPERIENCE

Concierge Supervisor/Assistant Chef Concierge

The Cosmopolitan of Las Vegas 2014 - Present

- Hire, train, coach, evaluate, and manage employees to ensure they have adequate guidance and recourses to achieve objectives.
- Evaluate and implement programs to promote quality and profitability in all areas of responsibility.
- Ensure standards are met to maintain department objectives, company and department standards, regulatory compliance guidelines and budget to achieve proper management of the department.
- Maintain superior service levels and ensure financial objectives are met.
- Ensure the communication of work standards and goals, and regularly evaluate departmental progress, revising standards and goals as needed.
- Facilitate the flow of information throughout the department by organizing and presiding over regularly scheduled meetings with all employees.
- Develop and implement processes to provide reservation service for the hotel guests including airlines, shows and restaurants, and related personal services.
- Ensure resolution to guest issues and maintain discretion when assisting VIP guest requests.
- Responsible for maintaining direct report records up to date.

Housekeeping Supervisor, Villas & Suites

Caesars Palace, Las Vegas 2011-2014

- Supervised and coached over 20 employees for 85 suites and 3 villas in the Augustus Tower including room inspections, maintenance issues, job performance, conflict resolutions and all other managerial responsibilities.
- Conducted training of all new employees and oversaw all pre-shift "Buzz Sessions" including company updates, upcoming events and any additional information to improve employee communication, effectiveness and morale.
- Acted as communication link between Housekeeping, Front Desk, Engineering & VIP while overseeing the usage of all hotel supplies, equipment and furnishings to ensure its proper utilization and efficiency.
- Created daily schedules for housekeepers, made adjustments for call-ins and counted all outgoing and incoming suite linens to maintain appropriate suite inventory levels.
- Responsible for maintaining quality of rooms and relayed all relevant information to departments and vendors.
- Expedited special requests from the Front Desk and managed multiple projects simultaneously such as inspections.
- Ensured all safety policies and procedures were being followed at all times, including important security measures.

VIP Concierge/Guest Relations Specialist

Bellagio Resort & Casino 2007-2011

- Built strong relationships with department heads and provided guest feedback specific to their interests.
- Proactively resolved every day challenges while always upholding the best interest for both the guest and business.