

# Harris Clarkson

## OPERATIONS MANAGER

### CONTACT

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📍 Chicago, Illinois - US

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### LANGUAGES

English

French

German

### PERSONAL SKILLS

Interacting

Organizing Events

Teaching

### SUMMARY

Highly professional and experienced Hotel Operations manager with expertise in Hotel Management, Human Resources, Daily Activities and Project Management.

### SKILLS

- Good communication and interpersonal skills
- Able to work under pressure in demanding situations
- Talented in drawing up business plans of tourism activities
- Good in managing relationships with customers and suppliers

### EXPERIENCE

#### Operations Manager

**Grand Star Hotel, NewYork - US** *May 2011 - Present*

**Purchasing manager** while assisting with the Hotel startup (2011-2013).

**Operations manager:** supervise the management of housekeeping, beach services, and general maintenance. Responsible for analyzing and improving organizational processes in order to improve quality, productivity, and efficiency;

**HR manager:** staff accountability for the 3 branches of the Talassio Group (an average of 80 employees at Grand Start Hotel NewYork, S. Marco Residence, Ristorante Mediterranee Cucina e mare); oversee the recruiting, interviewing and hiring process of the new staff; consulting with the General Manager and the owners on strategic planning.

**Project manager** for the Residence San Marco start-up (NewYork) and Ristorante Mediterranee Cucina e mare startup (Sunnarleno).

### EDUCATION

#### Master in Hotel Management

**New York University - US** *Nov 2006 - Nov 2007*

Hotel Management, Financial analysis, Finance Controlling, Business Plan of tourism companies, Destination Marketing and Management

### PROJECTS

#### NewYork Marco Residence

**Project Manager** *Jan 2016 - Jul 2016*

Improving standard operative procedures; marketing research; oversee hiring and training operations

#### Rio Tourism

**Project Manager** *Feb 2018 - Jul 2018*

Improving standard operative procedures; marketing research; oversee

