

Jason Ekstam

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Summary

Dynamic and energetic professional with 10+ years of experience in the hospitality industry; is adept at multitasking, organization, and time management in a high-stress environment. Seeking a position where advancement is based on initiative, skill and productivity.

Skills

- Talented and equipped very well for handling people and different situations.
- Have complete confidence in leading teams and obtaining the result that is required or necessary.
- Have been trained in Food Sanitation and Safety.
- Certified in Menu Management by National Restaurant Association.
- Experienced in the Rooms Division, Operations as well as a small amount of Food and Beverage.
- Always striving to become more knowledgeable in the challenging field of hospitality.

Experience

Night Auditor December 2008 – July 22, 2009

Holiday Inn Hotel, Oakbrook IL

- Perform end of day procedures; closing out accounts and preparing system for nightly audit.
- Revised Overnight checklist to include essentials that make the overnight shift run more efficiently.
- Interned for the hotel aside from my regular working hours as a requirement for bachelor program.
- As part of internship, worked in all facets of the hotel with exception to the lounge and maintenance departments.
- Attends to any and all overnight issues that may arise with a guest and resolves issue immediately.
- Reviews guest folios for errors before they are taken to be put under guest room doors.

Night Auditor May 2008-December 2008

Ambassador East Hotel, Chicago, IL

- Began as a part time night auditor and then moved into a full time position of Guest Service Representative and Relief Night Auditor.
- Responsible for the accuracy of the end of day numbers, wake up calls, special requests, overall preparing hotel for the next days business.
- While on duty, was responsible for a bank of \$750.00 to transact business.
- Act as the manager on duty when on shift.

Guest Service Representative, December 2007-May 2008

Holiday Inn Hotel, Willowbrook IL

- Began as a guest service Representative and then moved into doing the nightly audit and front desk responsibilities.
- Once trained on this property's policies, participated in the manager on duty program which oversaw the hotel operation mainly in the evening after all other department heads went home.
- Assisted Front Office Manager with recreating reports that had been done incorrectly from historical data.
- Was promoted to Front Desk Supervisor shortly before parting company.

Assistant General Manager/Sales Manager, July 2006-October 2007 Country Inn & Suites, Romeoville IL

- Oversaw the day to day operations of the property.
- Acting General Manager when he or she was off property or on vacation.
- Filled in for General Managers of other properties within the company's portfolio.
- Responsible for revenue generation through our rooms and meeting room.
- Hired and trained employees, one of them now the General Manager of this property.
- Worked with General Manager on forecasting and annual budgets.

Front Office Manager, October 2003-July 2006

MansionView Inn and Suites, Springfield IL

- Promoted to Front Office Manager in October 2005
- Responsible for rekindling business relationships with all past and present accounts with the hotel.
- Responsible for revenue and sales generation for one of the oldest and longest running hotels in Springfield Illinois.
- Catered to the Government/Legislature market primarily for our customer base.

Guest Service Agent/Night Auditor, March 2003-April 2004

Crowne Plaza Hotel, Springfield IL

- Provided legendary guest service to all guests of the hotel.
- Started out in guest services and then moved into the night audit position.
- Was nominated for employee of the month once during my time.
- Took on more of a supervisory/manager on duty role when necessary during night audit.

Night & Accounts Receivable Manager, August 2000-March 2003

Holiday Inn Express Hotel, Normal IL

- Recreated and redesigned accounts receivable system for hotel upon becoming A/R Manager
- Ensured property was safe and secure at all times when on property.
- Oversaw nightly end of day procedures as part of the shift.
- Took on special projects as assigned by owner.

Education

July 2009 – Bachelors Degree, Robert Morris University Illinois

December 2002 – Associates Degree, Heartland Community College, Normal IL

Academic Achievements and Activities

- *President's Honor's List Fall Quarter 2007*
- *Dean's List Spring Quarter 2008*
- *Dean's List Spring Quarter 2009*
- *Have lead successful groups in classes such as Strategic Management, Management Information Systems, Menu Management and Development, and Human Resource Management*