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### Candidate Contact Information

**Candidate Name:**

Jennifer Catani, CMP,CTE

**Candidate Location:**

Santa Rosa Beach , FL , 32459

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N/A

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N/A

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**Contact Preference:**

Email

### Application Summary

**Job Title:**

Commissioner

**Job ID:**

197016001

**Application Date:**

06/18/18

**Resume Updated:**

05/27/18

**Career Level:**

Manager (Manager/Supervisor of Staff)

**Relocation:**

Will Relocate

**Rating:**

Not Rated

**Highest Education:**

Bachelor's Degree

**Work Status:**

IJS - I am authorized to work in this country for any employer.

**Screening Score:**

no specified

**Work Experience:**

More than 26.1 years

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Sincerely,

# Jennifer Catani, CMP, CTE

105 E Shipwreck Rd  
Santa Rosa Beach, FL 32459  
(321) 299-2969  
Jcatani0406@gmail.com

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## Professional Profile

- Results oriented decision-maker, able to set and achieve goals and objectives, while possessing solid organizational skills with a high attention to detail.
- Motivated self-starter, exhibiting high work ethics, competence and confidence.
- Dedicated professional with over 25 years of progressive accomplishments in the Hospitality/Travel industry.
- Creative planner, resourceful in organizing distinct special events and impacting operational systems and procedures.
- Enthusiastic, with strong, articulate communication skills and leadership ability.

## Core Competencies

Meeting Planning	Sales & Profitability	Daylight/Delphi/ISAC	Conference Management
Budgeting	Negotiation	Guest Relations	Team Development
Travel Management	Group Itineraries	Management Training	Departmental Leadership
Cost Analysis	Revenue Management	MS Office Suite	Operations Management

## Professional Background

### **GREENEARTH LANDSCAPING, Santa Rosa Beach, FL**

Jan 2018 to present

- Manage a \$450,000 Commercial and Residential Book of Business
- Exceeding Sales Growth Target of \$25,000 per month by 110%
- Provide hands on management, providing quick resolution to anticipated and unanticipated problems, lending professional expertise while meeting with customers.
- Effectively communicating with customers to build a strong relationship and keep them satisfied by making regular site visits and meeting the property's needs.

### **SHERATON BAY POINT RESORT, Panama City Beach, FL**

Dec 2016 to Dec 2017

#### **Sales Manager**

- Sold guestrooms, meeting space and other hotel services to Corporate, Government, and Association clients in the mid-south market.
- Achieved immediate success by exceeding Q1 sales goals by 114% and Q3 goal at 115%
- Responded to RFP's within 24 hours by preparing and presenting proposals, conducted site inspections with prospective customers.
- Solicited new business by fostering existing relationships, and continuous prospecting through industry memberships, Knowland, ISAC, Google, and LinkedIn.
- Overcame objections by listening to clients needs and offering creative, beneficial solutions.

**HILTON SANDESTIN BEACH, GOLF RESORT & SPA, Miramar Beach, FL**  
Aug 2015 to Dec 2016

**Event Planning Manager**

- Detailed event planning for incentive, corporate and association conferences of up to 800 people: Achieved 97.18% overall client satisfaction scores.
- Creative menu design and price negotiation to enhance program value while increasing revenue through resourceful detailing
- Met and exceeded catering revenue sales goals consistently from first assigned group.
- Continually evaluated hotel services, sleeping rooms, and meeting space.
- Utilized strong communication skills to identify opportunities to grow revenue while minimizing attrition risk.

**CRACKER BARREL OLD COUNTRY STORE, Lebanon, TN**  
Nov 2007 to Aug 2015

**Manager of Travel & Convention Services**

- Managed Annual Budget: \$12M (9M Travel/3M Meetings).
- Strategized with senior executives to meet organizational goals and objectives through meetings and events; designed event specifications to meet organizational needs and objectives.
- Oversaw all corporate travel, both commercial and private jet including coordination with company pilots, senior executives and destination FBOs
- Plan, implement, manage and evaluate more than 200 meetings, conferences and events ranging from 10 to 1,700 attendees.
- Developed and carried out initiatives to ensure the highest value in the travel marketplace, considering cost, safety, timeliness and efficiency practices.
- Evaluated and completely revised travel policies that ensure the strategic initiatives are understood and carried out.
- Combined exceptional inter-personal and negotiation skills to gain substantial savings while eradicating potential loss stipulated in contractual obligations.
- Managed the financial, capital and strategic planning processes for all commercial travel.

**GAYLORD OPRYLAND HOTEL AND RESORT, Nashville, TN**  
Oct 2006 – Nov 2007

**Convention Services Manager**

- Detailed event planning for corporate and association conferences of up to 5000 people including physical requirements and logistics at the nation's largest non-gaming convention facility consisting of 600,000+ square feet of meeting and exhibit space and 2,881 hotel rooms.
- Managed high level groups with peak nights 500 or higher including Nissan, GSK, Novartis, Blacks in Government, NABSE & Cracker Barrel.
- Evaluated hotel services, sleeping rooms, meeting space, registration needs, and exhibit space considerations to achieve consistently high client satisfaction scores.

**WALT DISNEY COMPANY – WALT DISNEY WORLD, Orlando, FL**  
Mar 1999 to Oct 2006

**Catering and Convention Service Manger (Nov 2004 to Oct 2006)**

- Assessed, recommended and managed site selections including physical requirements and logistics for meeting needs for association and corporate groups in the southeast's largest convention facility consisting of 198,000 square feet of meeting and exhibit space and 2,019 hotel rooms.

- Consistently evaluated hotel services, sleeping rooms, meeting space, registration needs, equipment availability, food and beverage needs and exhibit space considerations to achieve a high level of client satisfaction.
- Forecasted and tracked group events combining food & beverage, entertainment, audio and visual equipment and theme park admissions achieving or exceeding an annual revenue goal of \$1.8M.
- Negotiated and managed contracts with new clients and affiliate groups.  
Managed third party vendors on site ensuring proper delivery and execution of event elements.
- Coordinated private theme park events including entertainment, transportation, and food & beverage

#### **Convention Event Manager (Aug 2002 to Nov 2004)**

- Planned and executed private park events for corporate groups and celebrities ranging from 10 to 10,000 attendees.
- Actively built relationships within Walt Disney World Company in order to promote group business while increasing revenue.
- Enhanced training materials and provided training to all new Convention Services Managers regarding the park product, policies and procedures.

#### **Guest Relations/Main Entrance Manager (March 2000 to Aug 2002)**

- Developed and sold a more relationship-oriented concept for Guest Relations, resulting in a 24% increase in positive guest interactions.
- Partnered closely with the Labor Management team to develop and implement optimal labor utilization with respect to Guest satisfaction.
- Facilitated and encouraged increased ticket sales by utilizing various promotions and continuous sales training.
- Measured and quantified individual sales techniques by partnering with a national evaluation firm.
- Partnered with Disney Special Activities to plan and execute corporate and celebrity tours.

#### **Guest Show Scheduling Manager/MOD (Mar 1999 to Mar 2000)**

**WALT DISNEY WORLD DOLPHIN, Lake Buena Vista, FL**  
May 1992 to March 1999

#### **Housekeeping Manager/Front Desk Manager/Marketing Assistant**

#### **EDUCATIONAL BACKGROUND**

**ROCHESTER INSTITUTE OF TECHNOLOGY, Rochester, New York**  
Bachelor of Science School of Food, Hotel & Tourism, 1993

**GREEN MOUNTAIN COLLEGE, Poultney, Vt**  
Associates in Arts, Business Management, 1981

#### **SCHOLARSHIPS AND AWARDS**

Walt Disney World Partners in Excellence recipient, 2003  
Disney MGM-Studios Operations Management Team of the Year, 2001