

Experience	Manager – The Glass House 2/2008 – Present
	East West Urban Management – Denver, CO
	<ul style="list-style-type: none">Responsible for the daily operation of a 389 unit luxury high rise. Property includes two 23 story residential towers, 24hr. staff, commercial units, and resort style services and amenities.Liaisons role between Property Management Company, Developer, HOA Board of Directors, and Residents.Strict adherence and development of the \$1.9 million dollar annual budget.Active participation in all Committees (6) and Board of Director meetings
	Assistant Manager – The Glass House 12/2006 – 2/2008
	East West Urban Management – Denver, CO
	<ul style="list-style-type: none">Responsible for the daily operation of property in absence of Manager.Staffing and training of a 24hr. front desk and F&B department. Emphasis on delivering consistent guest oriented service based on protocol.Developed & implemented a \$175k budgeted F&B department.Daily property walks to ensure cleanliness & maintenance upkeep.
	Owner Relations Representative 8/2004 – 12/2006
East West Resorts – Timeshare Division – Denver, CO	
<ul style="list-style-type: none">Reservation / FAQ based position - one of three primary contacts servicing three timeshare resort properties and 6500 owners in high volume inbound call center.Association management and customer service duties include: assisting owners through reservation process & policies, title transfers, collection practices, and developing newsletter articles.	
Sales Manager 4/2001 – 9/2001	
Holiday Inn Denver West Village – Golden, CO	
Director of Revenue Management / Reservation Manager 12/2000 – 4/2001	
Sheraton Denver West – Lakewood, CO	
Reservation Supervisor 9/1998- 8/2000	
Crested Butte Vacations – Crested Butte, CO	
Education, Honors, & Certifications	Community Association Institute November 2008
	<ul style="list-style-type: none">CMCA designation: Certified Manager of a Community Association
	American Hotel & Lodging Association April 2008
	<ul style="list-style-type: none">Recipient of the “Lamp of Knowledge” award for the Outstanding Student of the Year - 2008
	American Hotel & Lodging Educational Institute February 2007
<ul style="list-style-type: none">Hospitality Management degreeCertificate of Specialization: Rooms Division Management	
University of Colorado at Colorado Springs May 2004	
<ul style="list-style-type: none">BA in Economics with <i>distinction</i>	