

## **Dennis A. Caldwell, Jr.**

### **AWARDS/QUALIFICATIONS**

*Manager of the Year, 2001, Hyatt Regency Monterey, December 2001*

*Manager of the Quarter, Hyatt Regency Monterey, July 2001*

- **Risk Management Trainer/Member**, Hyatt Hotels, 1999 - 2003, Attended Hyatt sponsored trainings and educated employees in areas such as Proper Chemical Usage and Safety Measures During Work Hours.
- **Emergency Response Team Leader**, Hyatt Hotels, 1999 - 2003, CPR & First Aid Certified, Supervised Emergency situations, (i.e. smoke, fire, and flood alarms/occurrences, documented and reviewed guest/employee injuries)
- **Manager on Duty**, Hyatt Hotels; managed key control system for entire hotel and enforced employee key policies/procedures/inventories, documented guest/employee Incident Reports, conducted Rating Inspections, responded/resolved escalated guests situations, and competent in Union contracts
- **OSHA/MSDS trained** (Material Safety Data Sheets)
- **Project Manager**, scheduled, coordinated and supervised soft renovation for entire hotel. Lead cleaning projects for: 575 rooms, 33,000SF conference space, 10,000SF hotel lobby, 2 pools, 1 gym, 8 administrative departments, 2 restaurants, and a parking lot spread over a 22 acre property

### **EXPERIENCE**

**CALDWELL CONSTRUCTION, LLC**, Tucson, Arizona

8/1/03 - present

**Business Development/Project Manager**

Responsible for supervising, coordinating and completing over \$4.5Mil in residential and commercial projects over the past 7 years. Successful in managing stringent timelines, aggressive budgets, and the overall teamwork for more than 80 projects. Generated 41% growth in the previous 7 years through referrals, networking strategies, and a commitment to excellence. Accountable for the overall financial integrity and company sustainability.

**HYATT HILL COUNTRY RESORT & SPA**, San Antonio, Texas

10/20/02 - 7/26/03

**Front Office Manager / Assistance Rooms Executive**

Played vital role in the most profitable rooms division in Hyatt Hotels Resorts, (domestic/international) capturing 88.4% flow-through. Created and implemented an effective fifteen-day training program, resulting in a 32% decrease in turnover. Achieved 2% average increase in Gallup surveys and 11% average increase in Meeting Planner assessments through extensive training and role-playing exercises. Improved department efficiency by 4% vs. prior year through daily labor/payroll controls. Managed financial integrity for approximately \$3,200,000 in revenue per month for 500-room resort.

**HYATT REGENCY MONTEREY**, Monterey, California

6/1/01 - 9/15/02

**Executive Housekeeper /Assistant Rooms Executive**

Identified and reinforced "teamwork" exercises, resulting in overall 6% increase in Gallup surveys. Saved in excess of 7,000 overtime hours over 15 month period through cost control principles and diligent supervision. Eliminated more than \$55,000 in guest supplies and inventories expenditures by way of benchmarking strategies. Enforced quality standards and

regulated costs for terry/linen program through daily inspections and weekly audits. Accounted for hiring, terminating, training, evaluating, and payroll for a team of 77-90 people.

**HYATT REGENCY MONTEREY, Monterey, California**

8/1/00 – 5/31/01

**Front Office Manager**

Achieved 100% approval rating in employee opinion survey, a 32% increase from the previous year. Reduced customer complaints by 14%, through integrated problem-solving techniques and videotaped role-playing exercises. Saved \$47,900 in room revenue adjustments, and \$3,800 in phone adjustments by way of alternate resolutions. Increased the incremental revenue by \$15,200 from the previous year, via monthly incentive programs.

**HYATT REGENCY MONTEREY, Monterey, California**

9/1/99 – 7/31/00

**Guest Services Manager**

Negotiated and simplified bell desk tour procedures and gratuity structure. Implemented cost control parameters in the Regency Club Lounge through refined ordering practices and regulated liquor dispensing. Assisted in the development of new massage therapy program that increased sales by more than 24% from prior year. Generated \$12,000 for a marketing wrap supported by local companies, providing a complimentary newspaper to each occupied room.

**HYATT REGENCY MONTEREY, Monterey, California**

**Corporate Management Trainee Program**

Enhanced adaptability skills and social interactions through structured/rotated program. Increased fundamental management skills by learning daily functions and responsibilities of each department's operation.

**EDUCATION**

**BACHELOR OF SCIENCE, University of Nevada, Las Vegas**

Las Vegas, Nevada, May 1999

Major: Hotel Administration

GPA: 3.2

**INTERESTS/TRAINING**

- 1/09 Member, Tucson Hispanic Chamber of Commerce
- 10/08 – current Tu Nidito Executive Committee Member
- 5/06 – current Tu Nidito Board of Directors
- 4/05 – 5/05 BOMA member
- 6/04 AZ Depart. of Revenue Community Outreach Program
- 3/04 Lead Base Paint Training Seminar, provided by EPA and HUD
- 9/03 SBA Business Plan Seminar, provided by SCORE
- 8/03 SBA Federal Tax Seminar, provided by SCORE
- 8/03 SBA Loan Clinic, provided by SCORE and Bank One
- 8/03 Uninsured Businesses on the Edge, by ASBA and PCAP
- 4/02 – 10/02 California (Salinas) Jaycee Member
- 9/01 Lessons in Leadership by Ken Blanchard
- 5/01 Conflict Resolution & Confrontational Skills by Career Tracks
- 9/99 – 4/01 Hyatt University Program
- 1/99 – 5/99 YMCA Basketball, Assistant Coach, Nevada, Las Vegas
- 7/98 – 5/99 Internship Program, Palace Station Hotel & Casino, Las Vegas, Nevada
- 8/98 – 5/99 Mentor Program, Palace Station Hotel & Casino, Las Vegas, Nevada
- 8/97 – 5/98 Mentor Program, Mirage Resorts, Las Vegas, Nevada