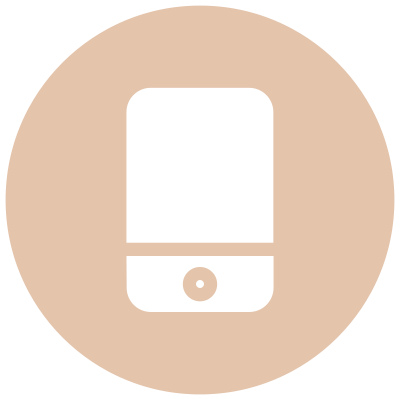
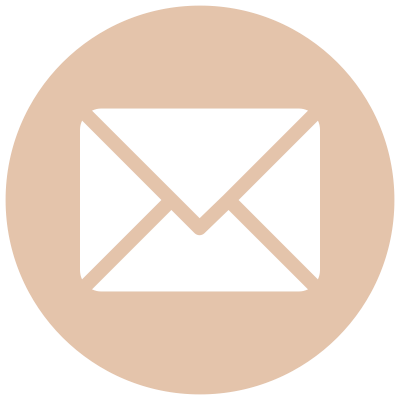
COURTNEY HIGGINS

https://www.cmhigginsinfo.com



WORK EXPERIENCE

**Concierge Senior Manager**

Mandalay Bay, Delano & Luxor

* Led a team of 28 concierge agents, leads and supervisors across Mandalay Bay, Delano and Luxor properties (8,000 rooms), ensuring a seamless service delivery.
* Developed and implemented strategic initiatives to enhance Net Promoter Score within the concierge department, presenting progress and outcomes to executive leadership.
* Collaborated with fellow departments to launch incentive programs that boosted hotel bookings and revenue while also enhancing team motivation and appreciation.
* Conducted regular one-on-one meetings with all team members, fostering individual growth, addressing concerns and setting performance goals.
* Supported the team in implementing new digital platforms to enhance the concierge experience for all guests.
* Organized Q&A sessions with key vendors, partnering departments and other hotels to build relationships, provide essential team learning opportunities and promote cross-functional collaboration.

**VIP Lounge & Butler Services Assistant Manager**

Mandalay Bay

* Responsible for interviewing, hiring, development trainings and evaluations of all agents and butlers (union).
* Reported on arrivals, departures, in house and butler guests to create weekly schedules for both lounge agents and butlers (abiding by union contract when scheduling butlers).
* Executed exemplary problem-solving skills in resolving guest issues.
* Tracked all financial reporting (cost of VIP lounges and Penthouse lounge, butler gratuities, package reports, etc.) and presented to COO, CFO and VP.
* Organized and presented all information regarding NPS scores for highest caliber guests to all executives.
* Quickly acquired skills in Opera, Autocab, VIPR, Coupa, Oracle and more. Utilized these skills to increase efficiency in daily operations.

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SKILLS

Leadership

Cross-Departmental Collaboration

Problem-solving

Strategy Development

Database Management

Vendor Relations

Task Prioritization

EDUCATION

|| **Bachelor’s in Fashion &**

**Retail Studies**

Ohio State University

2015-2019 3.67 GPA

PROFESSIONAL OBJECTIVE

Results-driven professional with demonstrated success elevating operational standards to improve overall team and business performance. Communicates clear expectations to achieve measurable goals in a demanding, complex work environment.

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WORK EXPERIENCE CONTINUED

**Executive Assistant & Event Coordinator**

Fusion Productions

* Diligently tracked and maintained executive calendar.
* Prepared executive with pertinent information for upcoming meetings and events.
* Created contracts for new events, communicating clearly to clients and planners their offer and payment terms.
* Coordinated events ranging from 100-1,000 guests.
* Managed DJs, MCs and dancers to ensure timeline was being accurately followed. Managed production and creative teams for installations and breakdowns, confirming they have all necessary content and equipment required for each event.
* Communicated daily with clients and planners to coordinate timelines, giveaways, games, etc. for each event.

**Assistant Buyer**

Zulily

* Executed e-commerce events from beginning to end – conceptualizing event, building assortment, communicating cross functionally to ensure a successful customer facing event.
* Influenced entire merchandising themes cross divisionally; created mood boards featuring event names, color stories, product per category, etc.
* Engaged vendors and streamlined processes individually to ensure best practices were being used; presented new buying process for one vendor and grew their account 172% YOY.
* Built and headed a new merchandiser growth and development process, allotting time each week for peer teaching.