

# NICHOY DAWES

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## CANDIDATE SUMMARY

Driven and dedicated team player with a robust work ethic, seeking a dynamic role to leverage and enhance skills in a professional setting. Eager to contribute to innovative ideas that fuel organizational growth and success.

## SKILLS & ABILITIES

- Excellent customer service and computer proficiency.
- Strong communication skills, both verbal and written.
- Adaptable with excellent prioritization and multitasking abilities.
- Analytical mindset with keen attention to detail.
- Extensive experience in hotel and resort management, particularly in front office and guest services.

## EMPLOYMENT

*Office Manager*

January 2015 – November 2023

**Lloyd Communication Network**

**Montego Bay, Jamaica**

- Managed main-switchboard phone line and customer service inbox, ensuring responses to customers within 24-hours.
- Organized and maintained filing system for contracts, lien, and insurance documents, as well customer and vendor maintenance in business system.
- Assisted Business Manager with accounting duties, such as sending out customer invoices, mailing checks, collections, and ensuring vendor invoices are processed for payment.
- Supported Sales and Operation Managers with customer service inquiries, scheduling services as needed, ordered and scheduled project/electrical supply deliveries for technicians, assisted with monthly inventory.
- Generated and maintained weekly reports for customer collections, project, and office related expenses.
- Extensive experience in hotel and resort management, particularly in front office and guest services.
- Performed additional duties as required by owner and business manager.

*Loyalty and Travel Sr. Sales Associate*

January 2007 – November 2014

**Beaches and Sandals Turks & Caicos Resort Villages and Spa**

**Providenciales, Turks & Caicos Islands**

- Promoted and sold land and air reservations for all Sandals and Beaches Resorts; provided guests with the most up to date information by travelling annually to the resorts to familiarize with property updates.
- Handled VIP requests for Sandals Select guests, respond to customer inquiries within 24-hours.
- Increased resort booking sales by 57% within first year and half, with consistent growth thereafter.
- Coordinated with the Loyalty & Travel management team on a weekly basis to provide detailed reports on the effectiveness of the Loyalty & Travel program.
- Applied spa/resort credits to applicable guest folios. Ensured all returning guests special requests with regards to rooms are honoured.

- Participated in promotional events to encourage loyalty to the Sandals/Beaches Brand.
- Organized annual Beaches Reunion Week for repeat guests and special events for our valued repeat guests.
- Collaborated with the sales team with on property FAM trips for travel agents and tour operators.

## **EDUCATION**

*Bachelor of Science, Hospitality and Tourism Management*  
**Montego Bay Community College**

Graduated 2006  
**Montego Bay, Jamaica**

## **Achievements**

- Mega Millionaires Chairman's Circle award for Sales exceeding US \$3.8 million – 2011, 2012, 2013