

## DIANA HODGE

An innovative and energetic professional seeking to further my career through a challenging role whereby I am able to utilize my formal education, administrative skills and operational experience.

### AREAS OF EXPERTISE

Business Development (BD), Office Management, Hospitality Operations, Database Management, Scheduling, Marketing and Sales

**Key Skills:** WebTMA, Maxient, THD, Property Management Systems (PMS) OnQ, GEM, Choiceadvantage, and Microsoft Suite

### PROFESSIONAL EXPERIENCE

**2018-Present Xavier University, Cincinnati, O.H.**

#### *Associate Director Building Services*

Responsible for the overall organizing, supervising, and management of all in house and contracted cleaning. Develops and directs strategies that enhance the campus student living environment. Plans, oversees, and coordinates all contracts related to contract cleaning, trash removal and recycling, blinds, and window cleaning.

- Establishes University housekeeping, cleanliness policies and procedures that meet or exceed constituency expectations, empowers and advances the full potential of the Campus Services Staff.
- Formulates, manages, and oversees contracted cleaning, and the administration of other contracts across campus.
- Provides leadership and establishes strategies, goals and tactical plans that enhance the University and Physical Plant
- Responsible for the management and stewardship of all budgets within Campus Services.
- In conjunction with Residence Life ensures that residential halls and apartments are detailed cleaned at the end of the academic year (Summer Turnover).

**2016-2018 Xavier University, Cincinnati, O.H.**

#### *Administrative Assistant*

Providing administrative support to the University Housing Department.

- Provided front line communication via phone, email and in person regarding University housing and student life issues.
- Assisted with the coordination and administration of the summer housing programs.
- Coordinated department communication efforts through technology, social media, print and other means conducive to reaching residential students.
- Supervised the student workers for the central office. This includes recruitment, hiring, training, and evaluation.
- Acted as a liaison with other University offices and outside vendors for the Office of Residence Life.
- Provided administrative support for the University Conduct Process.

**2015-2016 Comfort Suites, Newport, K.Y.**

***General Manager***

Responsible for the daily operation and business development of a 124-room hotel.

- Critical monthly analyzation of profit/loss statements of past, future and present in order to identify crucial areas that create an impact on the revenue of the hotel.
- Researched and developed business opportunities.
- Provided accurate account production reports for review of performance and rate management.
- Oversight of all department labor costs.
- Managed Guest Survey Scores and implemented changes as needed.
- Oversight of all ordering/inventory for every department.

**2012-2015 Comfort Suites, Newport, K.Y.**

***Assistant General Manager***

Actively involved in all aspects of the daily operation of the hotel.

- Developed staffing schedules /training of new hires / Developed Improvement plans for those struggling to perform.
- Assisted Corporate HR at the property level to implement plans regarding Health Care/ Community Involvement/Reviews.
- Developed customer accounts to increase market/customer and online packaged deals.
- Responded to RFP's for national accounts at local level.
- Ensured hotel is at brand standards in all departments.
- Provided management reports to review hotel performance.

**2008-2011 Hilton London Heathrow, London, U.K.**

***Business Development Researcher***

Proactively driving sales, securing new accounts and developing existing accounts to increase market share.

- Generated quantitative and qualitative business leads through extensive research.
- Developed account plans, detailing objectives, timescales and sales methods to support the defined account strategy.
- Provided accurate management reports to review account performance and communicate future plans for the account base.
- Assisted the sales team in planning and hosting client events, client visits, and trade fairs.

**2007-2008 Millennium Hotel, London, U.K.**

***Hospitality Assistant***

Part-time assistance to the Sales and Marketing Team.

- Contributed to the organizing and development of banquet proceedings.
- Assisted and supported the organization of client events and appointments.
- Ensured the delivery of a high quality and exceptional customer service.

**2006–2007 Leeds Metropolitan University, Leeds, U.K.**

***Hospitality Assistant / Marketing Executive***

Part-time position as assistant to the Director of Sales.

Provided marketing strategies and approaches to develop a web 2.0 application resource.

- Researched, managed and implemented appropriate marketing strategies.
- Assisted in the development of featured social podcasts.
- Assisted and supported the organization of client events and appointments.

**2005–2006 Transfreight LLC, Erlanger, K.Y.**

***Marketing Assistant***

Provided marketing and technical support for a Third-Party Logistics Company.

In charge of company website, intranet, newsletter, and promotional products.

- Organized the development of the company's marketing and branding campaign.
- Organized the development of BD e-store, e-marketing, and CRM campaign.
- Assisted BD team members in planning sales visits, seminars and trade fairs.
- Supported the development, completion and submission of RFI's, RFQ's and RFC's.

## EDUCATION

- 2010-2011 **Thames Valley University**, London, U.K. - MA (Hons) Hospitality Management
- 2007-2010 **Thames Valley University**, London, U.K. - Gd. Dip Hospitality Management
- 2003-2007 **Leeds Metropolitan University**, Leeds, U.K. - BA (Hons) Business Information Management

## PROFESSIONAL DEVELOPMENT AND TRAINING

- Present** **Women's Leadership Certification**, Xavier University
- Present** **Laudato Si - Ecological Economics Group**, Xavier University
- 2022 **Data Driven Changes for Custodial Retention**, APPA
- 2021 **The future of hygiene**, ISSA
- 2019 **Project Management Certification**, Xavier University

## INTERESTS

Networking with those from a diverse cultures background. Performing arts, yoga, travelling, charitable organizations.