



Samuel Villegas Resillas

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Date of Birth 08.08.1989.

Current Location Doha, Qatar

Profile

Enthusiastic and motivated young professional. Hard working attitude and attention to details, coupled with innovative and creative thinking set me apart from others. My professional goal is to continue with my working life in an enterprise where I can develop and increase my knowledge, skills, abilities, and experience to achieve the maximum of professional and personal growth to fulfill all the demands as the professional field requires.

Employment History

Brand Manager, Burger & Lobster, London Franchise at The Pearl Doha, Qatar. (pre-opening)

November 2022 – Current

- ◆ Refine marketing strategies, carry out advertising campaigns and plan the production of promotional events to increase public interest.
- ◆ Offer and publicize all services, whether it is a special menu, rental of spaces.
- ◆ Train, supervise, hire, and evaluate the dismissal, if necessary, of employees.
- ◆ Create an attractive environment for customers and staff to recreate.
- ◆ Control, direct, organize, plan, and evaluate the execution of the establishments in terms of cooking, care, and cleaning of facilities.
- ◆ Monitor the execution of projects and keep the owner of the establishment informed.
- ◆ Establish timely operational routines.
- ◆ Help employees to manage menus.
- ◆ Load the inventory of purchases and manage supplies, equipment, and beverages.

Restaurant Operation Manager, BAKAN Madrid, Spain

June 2022 – November 2022

- ◆ Collaborated with culinary leadership and vendors to develop beer, spirits & wine pairings for seasonal menus resulting in revenue growth.
- ◆ Initiated program to delight unique, often customized food & beverage amenities enhancing the guest experiences.
- ◆ Increase guest satisfaction.

Food & Beverage Operation Manager, Chablé Maroma Resorts, Riviera Maya, Quintana Roo.

December 2021 – June 2022

- ◆ Collaborated with culinary leadership and vendors to develop beer, spirits & wine pairings for seasonal menus resulting in revenue growth.
- ◆ Initiated program to delight unique, often customized food & beverage amenities enhancing the hotel guest experiences.
- ◆ Execute banquets & events functions.
- ◆ Increase guest satisfaction.
- ◆ Promote wellness practices.

Guest Service Expert Food & Beverage at The St. Regis Resort & Residences, Bermuda (pre-opening)

April 2021 – November 2021

- ◆ Managed operation of specialty restaurant BLT Steak New York.
- ◆ Conducted performance assessments for team members.
- ◆ Successfully met and exceed guest satisfaction.
- ◆ Provided leadership and support for the operation of 5 restaurants.
- ◆ Training Responsible.

Operations Manager at Lorenzillos Restaurant the Live Lobster House Cancun, Quintana Roo.

November 2019 – April 2021

- ◆ Increased guest satisfaction.
- ◆ Applied new marketing strategies.
- ◆ Exceed guest expectations.
- ◆ Applied new sales strategies.
- ◆ Uploaded all the new hygiene & safety protocols (COVID-19).
- ◆ Training Responsible.

Restaurant & Lobby Bar Manager JW Marriott Resort and Spa Cancun Quintana Roo.

December 2018 – September 2019

- ◆ Sent to The Ritz Carlton Aruba. (Task Force)
- ◆ Applied new marketing strategies.
- ◆ Exceed guest expectations.
- ◆ Applied new sales strategies.
- ◆ Training Responsible.

Executive Assistant to the General Manager // Assistant Food & Beverage Manager, Hyatt Zilara Cancun, Quintana Roo, Mexico. (Promotion)

April 2017- December 2018

- ◆ Promoted to Food & Beverage Assistant Manager
- ◆ Re-Lounge the Coffee House.
- ◆ Increased Medallia's guest satisfaction.
- ◆ Increased non package sales.
- ◆ In charge of wine, tequila and mezcal tastings. (Upselling target).
- ◆ Increased E-concierge web page sales.
- ◆ Image change of the E-concierge web page.
- ◆ Increased non package sales.
- ◆ Responsible for guest transportation logistic.
- ◆ Head Butler Assistant.
- ◆ Chief Concierge assistant.

Restaurant Manager, Nizuc Resort & Spa.

July 2016 – March 2017

- ◆ Increased guest satisfaction.
- ◆ Applied new marketing strategies.
- ◆ Exceed monthly budgeted.
- ◆ Applied new sales strategies.
- ◆ Training Responsible.

Restaurant Manager, Toro Toro Pan Latin American Restaurant, Bar and Lounge by Richard Sandoval at Marsa Malaz Kempinski the Pearl, Doha. (pre-opening)

January 2015 – June 2016

- ◆ Transfer from Dubai.
- ◆ Pre-Opening team member.
- ◆ Pre-Opening team member for Z Lounge by Zengo, by Richard Sandoval, Doha, Qatar.
- ◆ Promoted to Restaurant Supervisor.
- ◆ Promoted to Restaurant Assistant Manager.
- ◆ Promoted to Restaurant Manager.

Restaurant Supervisor, Maya Mexican Modern Kitchen, Bar and Lounge by Richard Sandoval, Le Royal Meridian Beach Resort and Spa, Dubai, UAE

June 2013 – December 2014

- ◆ Re-Opening Team member.
- ◆ Opening team member for Zengo Pan Asian by Richard Sandoval, Dubai UAE.
- ◆ Enrollment Champion.
- ◆ Best Guest Satisfaction Award.
- ◆ Trainee at Rhodes Twenty 10 by Gary Rhodes.
- ◆ Trainee at Buddha Bar, Dubai UAE.
- ◆ Tequila and Mezcal master.
- ◆ Promoted to Restaurant Supervisor.

Education *Tourism Management School, OSTELEA, MADRID, SPAIN (in progress, 2023)*

Business Administration, OSTELEA, MADRID, SPAIN (in progress, 2023)

MASTER International Tourism, University of Lleida Madrid, Spain (in progress, 2023)

Lago Vista High School, Diploma, Leander, Texas

International Certification *Certification of Professional Studies with Qatar Recognition in Level 2 Award in Wine & Spirits (WSET)*

Craft Training Certificate by Playa Resorts Craft Training, Cancun Quintana Roo, Mex.

Tips Certified ID# 5460760, Government of Bermuda.

Room to Grow by IHG Intercontinental Properties.

Personal Skills Administration, communication, organization, negotiation, teamwork, work under pressure and development potential. Dynamic, stable, and efficient person.

Well, prepare in English & Spanish language.

IT

Competent user of MS Office Suite, Opera, Micros, Open Table and Respak. Experience in Social Media Marketing with Google +, Twitter, Facebook, Instagram, YouTube, as well as basic PC maintenance This enables me to process statistical data and edit documents using graphics.