CINDY DO

PROFESSIONAL SUMMARY

Dependable Operations and People Manager. 5+ years of management experience in high-volume atmospheres with proven ability to increase revenue and staff productivity.

CONTACT

Phone: +1-225-270-6989
Email: cindydonyc@gmail.com

WORK EXPERIENCE

Manager | 3/2024-Present

Bathhouse

- Oversee daily operations, ensuring a seamless guest experience in a fast-paced environment
- Lead and develop a team of 150, including 5+ shift leads, 20+ front desk representatives, 15+ reservationists, 20+ restaurant staff, 40+ area attendants, and 50+ Licensed Massage Therapists
- Handled scheduling, inventory management, and vendor communications to maintain operational efficiency
- Resolved guest concerns and escalations promptly, maintaining high client satisfaction and retention

Studio Manager | 5/2023-3/2024

Glowbar

- Lead and develop a team of 15 estheticians and 5 front desk coordinators, ensuring the highest level of quality experienced by our clients
- Oversee studio finances including: revenue, payroll, inventory costs, and additional overhead costs to meet studio goal margins
- Execute weekly focus plans to achieve revenue goals
- Analyze studio performance against revenue goals and margins
- Resolved major facilities issues without disrupting day-to-day operations
- Cultivated the brand within the community, creating a strong presence with surrounding businesses and their patrons
- Initiated and planned activations and community partnerships on a monthly basis

Studio Guide | 7/2022-4/2023

Glowbar

- Collaborate with estheticians on opportunities to improve the experience
- Assisted Management in daily studio tasks and projects
- Maintained front of studio retail inventory & operating supplies
- Enhance and uphold standards, policies & procedures through various means of communication

General Manager | 9/2019-12/2021

Oceana's Hideout Bar

- Lead and develop a team of 30
- Set effective staff schedules to ensure business was adequately staffed during peak hours
- Enforced quality and safety controls for two story/six well bar
- Monitored upcoming local events to sufficiently stock certain name brands that targets said event demographic
- Auditioned and booked entertainment, including DJs, emcee, and 4 piece bands

ACADEMIC HISTORY

University of New Orleans | 2022

Bachelor of Arts in Film Production