

JILLIAN A NIELSEN

☎ (210) 383 - 7028

✉ theherdofone.com

🏠 South Lake Tahoe, CA

EDUCATION

Texas Tech University
Lubbock, TX
Bachelors of Human Sciences
Hospitality Management

STRENGTHS

- ☐ Adaptable, Driven & Empathetic Leader
- ☐ Active listening & anticipating the needs of others
- ☐ Cultivating relationships & establishing rapport with individuals and organizations
- ☐ Effective verbal & non verbal communication skills

PROFICIENCIES

- ☐ Microsoft Office
- ☐ G Suite / Google Cloud
- ☐ Salesforce CRM
- ☐ Opera Reservations System
- ☐ Toast/Micros POS Systems
- ☐ Canva
- ☐ Calendly
- ☐ Wix
- ☐ Slack

VALUES

- ☐ Honesty
- ☐ Respect
- ☐ Experiences
- ☐ Relationships
- ☐ Efficiency
- ☐ Community

Property Manager, Self - Employed

August 2019 - Current

South Lake Tahoe, California

- Manage calendars, pricing, and guest correspondence for two listings on Airbnb.
- Created and implemented systems that yielded more efficient management and resulted in increased guest satisfaction; secured title of Superhost in first 2 months of operations
- Home manager for a lakefront estate; manage contractors, large projects, seasonal transitions, inventory of household products, general maintenance, and execute pre arrival and departure responsibilities.

Studio Director, Twine Floral Co

June 2019 - Current

South Lake Tahoe, CA

- Design floral arrangements in the studio and execute installations on event days; with a passion for large installations requiring problem solving, engineering and creativity.
- Promoted to Studio Director in May 2022; oversee inventory, ordering of supplies, scheduling, logistics, in house training and acting manager for events.
- Oversee our sister company, Posh Picnic; business development, management of client relations, coordinating with vendors and execution of events.

Executive Assistant, Dental Success Today

October 2018 - March 2020

Nashville, TN

- Managed household, storage and office spaces to ensure continued high efficiency business operations; maintained order, aided in 6% revenue increase
- Scheduled appointments, managed calendars and completed a wide range of tasks as needed by the owners of the company.
- Coordinated regional quarterly business meetings for high net-worth clientele. Helped curate multi day retreats highlighting the local culture from welcome gifts to off site activities and dining.

Business Partner, Peninsula LLC

July 2017 - Current

Nashville, TN

- Investor, founding stakeholder and opening assistant general manager for Iberian restaurant known for impeccable service and innovative cuisine.
- Responsible for P&L reports, monthly inventory, weekly cash deposits, vendor relations and execution of daily restaurant tasks.
- Eater Nashville's Restaurant of the Year 2018, "Truly unlike any other..." Thrillist.com "Very Best Restaurants in Nashville Right Now" July 2019

Events Coordinator, Omni Resorts & Hotels

May 2016 - July 2017

Nashville, TN

- Sold, planned and executed a \$1.2M budget for social and corporate meetings and events across the hotel's three food & beverage venues. Major clients included; CMAFest, Sony Music, DreamWorks Animation, and the Tennessee Titans
- Created and implemented new standards and processes for the role; streamlined operations, applied new marketing strategies, improved client satisfaction, netted 65% gain in revenue
- Active member of the Omni Care Committee; awarded OST Presenter of the Year 2016

Assistant Manager, Omni Resorts & Hotels

May 2015 - July 2016

Nashville, TN

- Ensured high level of guest satisfaction by being an active floor manager and customer advocate; satisfaction surveys results >23%
- Managed the second highest revenue grossing bar in the Omni Resort portfolio; oversaw staff of 45+ associates; scheduling, payroll and implementation of in house training and incentive plans. Gross revenue >\$6M in 2016
- Gained key understanding of operating systems, financial reporting, time management and overall hotel operations while completing company Leader in Development program in previous year; developed professional leadership skills & honed customer service abilities