


GREGORY UNDERWOOD

 679.7012011

 guwood8o8@gmail.com

 Lautoka, Fiji

EDUCATION

Diploma in Tourism
Tokyo College of Tourism
Tokyo, Japan
1990 - 1992

Japanese Language Cert.
BUNKA College on
Language
Tokyo, Japan
1989 - 1990

KEY SKILLS

Team Management

Analytic

Negotiation Tactics

Mathematical Skills

Effective Communication

Flexibility in Management

Result Focused Goals

Ethics & Integrity Based

SOFTWARE SKILLS

Adobe

Microsoft Office

OPERA

WORK EXPERIENCE

PROJECT MANAGER – CUSTOMER EXPERIENCE

Digicel Fiji | *Suva, Fiji* | Aug. 2020 - Present

- Responsible for the Quality Assurance & Myster Shopper Audits for all Retail Stores, Direct Sales – Sales Executives, Resellers, Dealers, Customer Care Call Center, ICT Care & Business Care.
- Compiled Standard Operating Procedures & Customer Services Training for all areas of the Consumer & Customer Care Call Center Divisions.
- Developed Monthly Customer Service Training Calendars & Department Check Lists.
- Assisted the Consumer Division for Digicel Vanuatu & Digicel Samoa with Customer Service Audits & Training.

HOSPITALITY CONSULTANT & CUSTOMER SERVICE TRAINER

LAVA Hotel Apia | *Apia, Samoa* | Feb. 2020 - Apr 2020

- Responsible for the organization and administrative functions in all areas of the Rooms Division; Front Desk, Concierge, Bell Services, PABX/Operators, Housekeeping, Laundry, Safety & Security, Resort Activities & Spa Operations.
- Compiled Standard Operating Procedures & Customer Services Training for all Pre-Opening Staff.

DIRECTOR OF ROOMS

Fiji Marriott Resort Momi Bay | *Nadi, Fiji* | Dec. 2016 - May 2019

- Responsible for the organization and administrative functions in all areas of the Rooms Division; Front Desk, Concierge, Bell Services, PABX/Operators, Housekeeping, Laundry, Safety & Security, Resort Activities & Spa Operations.
- Ensuring total compliance with Marriott International Standards of operation; ensuring that staffing is maintained at an appropriate level to match business demand; participating in all regular and ad hoc operational meetings and in the formulation of strategic business plans; establishing monthly reporting system to monitor; handling all guest complaints expeditiously to complete resolution; closely monitoring the financial performance of all departments, in particular monitoring all Rooms expenses to ensure that they are kept in line with budget; and providing solutions to improve problem areas and assisting in implementing corrective measures.

DIRECTOR OF OPERATIONS

Marriott's Waiohai Beach Club | *Koloa, Hawaii* | Sept. 2014 - Dec. 2016

- Responsible for the organisation and administrative functions in all areas of the Rooms Division; Front Desk, Concierge, Bell Services, PABX/Operators, Housekeeping, Laundry, Safety & Security, Resort Activities, F&B Service & Culinary Operations.
- Implement, manage and evaluate operation process and procedures in accordance with the Marriott Vacations WorldWide standards & procedures.
- Ensure the operational processes stay with the agreed upon budgets and timelines.
- Assist in developing strategies and implementation plans to improve and standardize all aspects of the operations.

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OTHER SKILLS

Social Media

Typing & Word Processing

Public Speaking Proficiency

Mathematically Inclined

Fluent in English

Risk Management

WORK EXPERIENCE CONTINUED...

DIRECTOR OF OPERATIONS

Marriott's Maui Ocean Club | *Lahaina, Hawaii* | Sept. 2007 - Sept. 2014

- Responsible for the organisation and administrative functions in all areas of the Rooms Division; Front Desk, Concierge, Bell Services, PABX/Operators, Housekeeping, Laundry, Safety & Security, Resort Activities, F&B Service & Culinary Operations.
- Implement, manage and evaluate operation process and procedures in accordance with the Marriott Vacations WorldWide standards & procedures.
- Ensure the operational processes stay with the agreed upon budgets and timelines.
- Assist in developing strategies and implementation plans to improve and standardize all aspects of the operations.

DIRECTOR OF SERVICES

JW Ihilani Resort & Spa | *Ko Olina, Hawaii* | June 2007 - Sept. 2007

- Responsible for the organisation and administrative functions in all areas of the Housekeeping & Laundry Operations.
- Implement, manage and evaluate operation process and procedures in accordance with the Marriott International standards & procedures.
- Ensure the operational processes stay with the agreed upon budgets and timelines.
- Assist in developing strategies and implementation plans to improve and standardize all aspects of the operations.

FRONT OFFICE MANAGER

Renaissance Koh Samui Resort & Spa | *Koh Samui, Thailand* | April 2006 - June 2007

- Responsible for the organisation and administrative functions in all areas of the Front Desk, Bell Services, PBX & Concierge Operations.
- Implement, manage and evaluate operation process and procedures in accordance with the Marriott International standards & procedures.
- Ensure the operational processes stay with the agreed upon budgets and timelines.
- Assist in developing strategies and implementation plans to improve and standardize all aspects of the operations.

OPERATIONS MANAGER

Renaissance Wailea Beach Resort & Spa | *Wailea, Hawaii* | Aug. 2005 - April 2006

- Responsible for the organisation and administrative functions in all areas of the Front Desk, Bell Services, PBX & Concierge Operations.
- Implement, manage and evaluate operation process and procedures in accordance with the Marriott International standards & procedures.
- Ensure the operational processes stay with the agreed upon budgets and timelines.
- Assist in developing strategies and implementation plans to improve and standardize all aspects of the operations.

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AWARDS

Young Achiever Award
Fiji Tourism Awards
Nadi, Fiji
2001

OTHER SKILLS

Basic Accounting
Professional Attitude
Decision Making
Self-Motivation
Conflict Resolution
Leadership Skills
Adaptability
Social Media Literacy
Data Analytics
Resilience
Reliability

WORK EXPERIENCE CONTINUED...

PRE-OPENING DIRECTOR OF ROOMS

JW Fiji Marriott Resort | Nadi, Fiji | May 2005 – Aug. 2005

- Responsible for the implementation and administrative functions in all areas of the Rooms Division; Front Desk, Concierge, Bell Services, PABX/Operators, Housekeeping, Laundry, Safety & Security & Resort Activities Operations.

DIRECTOR OF ROOMS

Sheraton Fiji, Sheraton Villas & Sheraton Royal Denarau Resort | Nadi, Fiji | March 2002 - May 2005

- Responsible for the organisation and administrative functions in all areas of the Rooms Division; Front Desk, Concierge, Bell Services, PABX/Operators, Housekeeping & Laundry Operations.
- Implement, manage and evaluate operation process and procedures in accordance with the STARWOOD Hotels & Resorts standards & procedures.
- Ensure the operational processes stay with the agreed upon budgets and timelines.
- Assist in developing strategies and implementation plans to improve and standardize all aspects of the operations.

FRONT OFFICE MANAGER

Outrigger Fiji Resort & Spa | Sigatoka, Fiji | Feb. 2000 - March 2002

- Responsible for the organisation and administrative functions in all areas of the Front Desk, Bell Services, PBX & Concierge Operations.
- Implement, manage and evaluate operation process and procedures in accordance with the Outrigger Hotel & Resorts standards & procedures.
- Ensure the operational processes stay with the agreed upon budgets and timelines.
- Assist in developing strategies and implementation plans to improve and standardize all aspects of the operations.

FRONT OFFICE MANAGER

Shangri-La's Fijian Resort & Spa | Sigatoka, Fiji | Nov.1997 – Feb. 2000

- Responsible for the organisation and administrative functions in all areas of the Front Desk, Bell Services, PBX & Concierge Operations.
 - Implement, manage and evaluate operation process and procedures in accordance with the Shangri-La Hotels & Resorts standards & procedures.
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REFERENCES



ROB WELCH

Regional VP - East

Marriott Vacations Worldwide

rob.welch@vacationclub.com



SILVANO DRESSINO

General Manager

Fiji Marriott Resort

Silvano.dressino@marriott.com



CORINNE JANSSEN

AVP, Commercial Sales

Shangri-La Hotels & Resorts

Corinnejanssen@hotmail.com