



JACKSON TURNER

Freelance Hospitality Consultant

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📍 Los Angeles

🌐 www.qwikresume.com

💡 SKILLS

Hospitality Management Systems



Customer Relationship Management (crm)



Presentation Skills



Operational Strategy Development



Market Analysis



🎯 INTERESTS

- 🔧 DIY Projects
- ✂️ Crafting
- 🧘 Meditation
- 🏛️ History

👊 STRENGTHS

- 🌿 Humility
- 💡 Innovation
- 👁️ Insightfulness
- ✅ Integrity

🗣️ LANGUAGES



English

Dutch

Russian

🏆 ACHIEVEMENTS

- 📈 Increased client satisfaction ratings by 30% through tailored service enhancements.
- 📊 Developed a training program that improved staff efficiency by 25% in luxury service delivery.
- 🌟 Successfully launched a virtual concierge service that attracted over 1,000 high-net-worth clients.

👤 PROFESSIONAL SUMMARY

Hospitality Consultant with 5 years of experience enhancing service quality and operational effectiveness in various settings. Specializes in crafting innovative solutions for client needs, optimizing guest experiences, and implementing effective strategies that drive growth and profitability. Eager to leverage expertise to create memorable experiences and foster long-term client relationships.

💼 WORK EXPERIENCE

Freelance Hospitality Consultant

📅 Feb / 2022-Ongoing

Maple Leaf Consulting

📍 Toronto, ON

1. Established The Procierge brand, providing virtual concierge services for high-net-worth clients globally.
2. Implemented concierge services in luxury condominiums to enhance member retention and acquisition.
3. Designed exclusive memberships offering bespoke access to luxury experiences and services.
4. Organized member appreciation events, enhancing client engagement and loyalty.
5. Developed virtual concierge programs for multiple luxury properties, serving thousands of tenants.
6. Launched Montana Steak Company, complementing existing dining concepts with innovative offerings.
7. Collaborated with developers to create tailored concierge solutions, elevating guest experiences.

Hospitality Consultant

📅 Feb / 2020-Feb / 2022

Crescent Moon Design

📍 Portland, OR

1. Analyze client requirements to propose tailored travel packages and services.
2. Conduct thorough research on travel destinations, including pricing, customs, and reviews.
3. Maintain strong relationships with key stakeholders to enhance service delivery.
4. Provide comprehensive trip organization from booking to creating personalized itineraries.
5. Deliver essential travel information, ensuring clients are well-prepared.
6. Facilitate seamless payment processes, collecting deposits and balances efficiently.

🎓 EDUCATION

Bachelor of Science in Hospitality Management

📅 Feb / 2018 Feb / 2020

University of Florida

📍 Phoenix, AZ

Focused on hospitality operations, guest services, and business management principles.