

MASON WILSON

Night Audit Manager

PROFESSIONAL SUMMARY

Results-focused Night Audit Manager with 2 years of experience in optimizing financial operations and enhancing guest satisfaction. Demonstrated ability to lead audit processes, ensure accuracy in nightly reports, and implement improvements for operational efficiency. Driven to leverage my hospitality expertise to contribute to a thriving organization in the hospitality sector.

WORK EXPERIENCE

Night Audit Manager 📅 Mar / 2024-Ongoing
Blue Sky Innovations 📍 Chicago, IL

- Developed and implemented efficient auditing procedures to enhance financial accuracy.
- Supervised nightly operations, ensuring seamless front desk service and guest satisfaction.
- Trained and mentored staff, promoting a culture of excellent customer service.
- Analyzed financial reports to identify trends and areas for improvement.
- Ensured compliance with company policies and industry standards.
- Collaborated with other departments to optimize operational workflows.
- Maintained accurate records of financial transactions and reconciled discrepancies.

Night Audit Manager 📅 Mar / 2023-Mar / 2024
Lakeside Apparel Co 📍 Chicago, IL

- Managed guest check-in/check-out processes with precision and efficiency.
- Acted as the primary point of contact for contractors and vendors during night shifts.
- Coordinated concierge services, enhancing guest experiences in local attractions.
- Resolved guest inquiries and complaints promptly, ensuring satisfaction.
- Conducted credit card reconciliations and verified guest accounts for accuracy.
- Maintained documentation for all financial transactions to support audits.

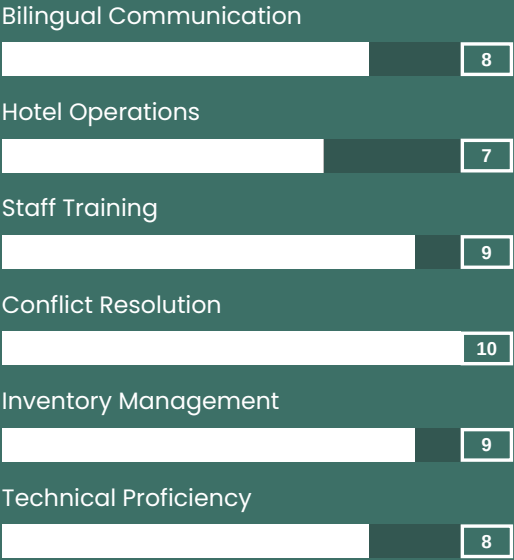
EDUCATION

Bachelor of Science in Hospitality Management 📅 Mar / 2022 - Mar / 2023
University of Hospitality Excellence 📍 Phoenix, AZ

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

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SKILLS



INTERESTS

🤿 Scuba Diving 🎮 E-sports
📖 Reading Fiction 🧩 Puzzle Solving

STRENGTHS

👔 Stewardship 👥 Teamwork
🔑 Tenacity 🔭 Vision

LANGUAGES



ACHIEVEMENTS

- 🌟 Achieved a 15% reduction in audit discrepancies through enhanced training and procedural updates.
- 🌟 Increased guest satisfaction scores by 20% by implementing a new guest feedback system.