DAN ECKERSLEY

[redacted]

SUMMARY OF QUALIFICATIONS

Talented, results-driven professional with a proven record of implementing comprehensive marketing strategies to achieve business goals and objectives. Expertise in team development, engagement, customer experience, & partnership management.

- Developing & supporting high performing teams
- Cross cultural teamwork
- Leading and developing people
- Analytics & insights
- Presentation and facilitation
- Understanding of instructional program design, methodologies & learning styles
- Organizational and project management
- Partnership development & management
- Negotiation and sales
- Cobrand credit cards

PROFESSIONAL EXPERIENCE

'BOUT TIME PUB & GRUB FRANCHISING – Sandy, Utah
Director, Operations **June 2018-Present**

Manage strategic relationships with portfolio of global and regional loyalty program partners (retail, banks, vacation ownership, etc) and access their databases to drive brand and program awareness, preference and revenue and build longer term ancillary revenue streams. Manage strategy, implementation, and engagement of call transfer products in global contact centers.

Quality Manager **Apr 2018-June 2018**

Manage overall operational practices of all locations, such as recipe adherence, brand guidelines, training and development. Ensure all food safety procedures are executed according to company procedures and health regulations and work with GMs and staff on corrective actions as needed. Visit assigned stores regularly to ensure stores' overall quality, cleanliness, brand operations are continuously met. Coordinate with and report to senior management.

'BOUT TIME PUB & GRUB – West Jordan, Utah
Bartender / Asst Manager **Mar 2016-Apr 2018**

Deliver superior service and maximize customer satisfaction. Appraise staff performance and provide feedback to improve productivity. Inventory management for front of house. Ensure compliance with sanitation and safety regulations. Manage brand image while controlling operational costs and identify measures to cut waste. Train new and current employees on proper practices and new menu items.

INTERCONTINENTAL HOTELS GROUP (IHG) – Atlanta, Georgia; Manila, Philippines
Partnership Program Manager **May 2011-Jul 2015**

Manage strategic relationships with portfolio of global and regional loyalty program partners (retail, banks, vacation ownership, etc) and access their databases to drive brand and program awareness, preference and revenue and build longer term ancillary revenue streams. Manage strategy, implementation, and engagement of call transfer products in global contact centers.

TECHNICAL SKILLS

Expert working knowledge and experience

- IHG proprietary systems
- Microsoft Office; including PowerPoint, Excel, Word, Visio, Access
- Web Analytics, SAS, Teradata
- Google Mail, Drive, Sites
- Audit setup and financial tracking
- Toast POS Implementation and Management