

Francisco Yee
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Summary

Highly talented Technical Manager with proven success exceeding standards of service and guest satisfaction. Respected manager proficient in directing and training employees to boost workplace morale. Financial acumen with strengths in revenue control and forecasting. Valued contributor improving team performance and streamlining labor activities to boost efficiency.

Skills/Qualifications

- Bilingual (Spanish)
- Proficient applications: Power Point, Excel, Word, Outlook
- Staff supervision, Mentoring and training
- Customer Service Representative and Technical Sales Representative
- Capable individual with great organization skills and a capacity to handle challenging situations in calm, positive and professional manner.
- Manage Event Technology Business Operations focusing on revenue maximization & cost control.
- Monitor the administration of the electronic timekeeping Ultipro system, Audit any changes to payroll amount to ensure accuracy.
- Determine schedules, sequences and assignments for work activities, based on work priority and skill of staff.
- Review activity, operating, and financial reports to determine changes in programs or operations

Education

Sheridan Technical College

Welding Technology

South Broward High School

High School Diploma

Work Experience

PSAV

Jan 2010 – Present

- Director of Event Technology
- Coach and Supervised a team of 6 technician as a Operation Manager
- Implemented technical support for corporate-wide broadcasts, classes, meetings, conferences
- Reduced Labor cost on a 80k avg. monthly budget and achieve an EBITDA of 34% for 2019
- Generated reports for the Director and maintain visual management charts
- Expanded understanding of electrical power and adherence to safety considerations
- Maximized Hotel network and IT support by upselling and increase efficiency
- Negotiated contracts with vendors and drove down sub-rentals
- Developed Knowledge of Electrical Power Distribution and Project Management

Marriott Intl.

Jan 2001 - Dec 2009

- Event Technology Technician(MVP)
- Handle all Audio Visual for the hotel and Manage Internet
- Achieved #2 ranked GSS in the Florida Region 05'-06' among Audio visual Dept.
- Destination by Florida