

# CONNOR PAWSON

3724 Merryweather Dr  
Orlando, FL, 32812  
(407)-283-5036  
crp701@gmail.com

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## PROFESSIONAL EXPERIENCE

### HYATT HOTELS CORPORATION

*Sales Coordinator, April 2022 – Present*

- Develops and maintains relationship with in-house guests, group contacts and prospective clients.
- Executes daily tasks such as group rate management, inventory management and auditing, and prospecting activities.
- Conducts site inspections and tours for incoming groups and potential group sales.
- Attends weekly sales and operations meetings to ensure operational success between Sales and all other hotel departments.
- Works directly with clients on group guest room negotiations, concessions, meeting space and catering needs, and contracting.
- Utilizes Microsoft Office Suite, SharePoint, Opera, Reserve and Colleague Advantage to ensure seamless operations.
- Works on and assists the Director of Sales and General Manager with special tasks as needed.

### HYATT HOTELS CORPORATION

*Lobby Experience Host, September 2021 – April*

*2022*

- Welcomed and checked participants into their guest rooms, assisted with luggage and other requests.
- Worked the PBX role taking participant phone calls and requests, creating room keys pre-arrival, managing the arrival manifest, and quickly updating the team with any arrival/room changes.
- Worked closely with Housekeeping and Events to ensure a seamless participant experience while at Lakehouse.
- Developed, initiated and ran a pre-arrival name badge and amenity room delivery program for KPMG Lakehouse.

### AMAZON 4-STAR

*Retail Associate Trainer, August 2020 – June 2021*

- Processed cash/credit POS transactions, upsold subscriptions such as Amazon Prime, or Audible and upsold add-on products to increase average items per sale.
- Developed an incentive program which increased overall subscription upsells in store by as much as 15% on average each week.
- Prepared store for grand opening by merchandising wall-bays and tables to ensure customer engagement and maximize sales by telling a story through product offerings.

### DISNEY TRANSPORTATION

*Monorail Pilot, February 2020 – September 2021*

- Operated Walt Disney World Monorail Systems by following provided SOP and operating procedures to ensure efficient and safe operations for guests and cast members.
- Assist guests with questions or concerns they have by answering their questions or getting them in contact with the correct cast members who can give them the answers they need.
- Control high volumes of people at peak times by ensuring proper signage and directions are available and ensuring all queue lines are properly set up and safe.

### SEAWORLD ORLANDO

*Assistant Supervisor, Educator July 2016 – April 2019*

- Oversaw and lead ambassadors in safe, efficient daily operations of rides, shows, and park quality.
- Created and adjusted daily ambassador rotations and grids to ensure safe, efficient ride or show operation, while staying at or under daily labor budgets.
- Oversaw new hire training at each venue, ensuring all ambassadors were knowledgeable on all procedures and ready to work on their own.

## EDUCATION

**Valencia College, Orlando, FL**

*Associates of Arts in Business Administration, July 2020*