

DAVID TRACY

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PROFESSIONAL SUMMARY

Dynamic professional with a background in both the performing arts and hospitality; known for innovative problem-solving and critical thinking, adept at addressing complex challenges with traditional and creative approaches. A proven track record as a proactive and reliable collaborator who consistently surpasses expectations. Skilled in organization, multitasking, graphic design, and process optimization with a focus on aligning company values with industry standards while delivering forward-thinking solutions.

EXPERIENCE AND ACHIEVEMENTS

<u>Volunteer</u>	LONG BEACH ISLAND HISTORICAL MUSEUM	Beach Haven, NJ	7/24 - Present
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- Guided museum visitors, offering engaging tours and sharing historical insights about local artifacts and exhibits.
- Designed and installed two new exhibits, ensuring historical accuracy and enhancing visitor experience.
- Assisted in planning and executing events, including fundraising initiatives and cultural activities.

<u>Project Manager</u>	RESIDENTIAL PROPERTY RENOVATION	Jamesburg, NJ	7/22 - 8/24
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- Led the renovation process from concept to completion, overseeing scheduling, and resource allocation for all phases.
- Performed a wide range of tasks, including demolition, carpentry, electrical, plumbing, drywall, painting, and flooring.
- Collaborated with external contractors for specialized tasks, ensuring compliance with local building codes.
- Successfully managed a budget for materials and labor, balancing cost-efficiency with high-quality materials.
- Identified and resolved unexpected foundation issues and plumbing reroutes, without delaying the project timeline.
- Redesign of the property layout, optimizing space utilization and ensuring aesthetic appeal for resale.
- Sourced and managed relationships with suppliers, negotiating pricing and ensuring timely delivery of materials.
- Acquired permits and ensured that all work met safety standards and adhered to local building codes and regulations.

Successfully increased the value through high quality, cost-effective renovations; seeing a 90K R.O.I. Additionally, delivered the project within the established timeline and budget while developing a deep understanding of home renovation techniques and project management best practices.

<u>Assistant General Manager</u>	HUDSON HOUSE	Dallas, TX	5/19-11/19
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- Responsible for all in-house Human Resources and administrative duties including inputting/approving invoices, daily sales reports, cost tracking, employee onboarding, new hire paperwork, benefits enrollment, time cards, and payroll.
- Act as liaison between employees (both FOH and HOH) and leadership as the first AGM hired for this restaurant.
- Responsible for weekly bar inventory, ordering, loss management, and reporting. Additionally, created a relationship with vendors and representatives for in house education, tastings, and internal promotions.
- Established, negotiated contracts, and became a reporting venue for new and established products.
- Created Banquet procedures and outreach programs with local hotel concierges to boost visibility.
- Oversaw sales of up to \$600K/quarter while leading a staff of 70.

Created and implemented a comprehensive training program for all Front of House positions including manuals, service procedures, menu descriptions, and validations cutting training payroll by \$120 per new hire (5K/year).

<u>Service & Training Manager</u>	TERRA MARE, HILTON CONRAD HOTEL	Ft. Lauderdale, FL	6/18 - 5/19
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- Based on the Forbes Luxury Global Rating System in Hospitality, created and executed a training program for steps of service, menu knowledge, and side work systems to ensure all FOH team members provided poised, professional, and polished service.
- Met and exceeded criteria and raising service scores on both internal and Hilton's Forbes Standards audit reports.
- Liaison to Hotel Management and Concierge teams to create unique experiences for elite and residential guests.
- Became state certified to conduct TIPS (Training for Intervention Procedures) in responsible alcohol service in addition to Food Safety/Sanitation certification to both Front of House and Culinary Team employees.
- Oversaw sales of up to \$800K/quarter for 3 dining spaces and 2 bars totaling 275 seats.

Created and branded standardized menu packages for banquets, special events, and holiday dining for all meal services in the absence of an Executive Chef; resulting in a revenue increase of 20K in 6 months.

Food & Beverage Manager**THE BROWARD CENTER**

Ft. Lauderdale, FL 4/17 - 6/18

- Managed 8 bars and 2 lounges with 20 points of service and 60 employees within this busy Performing Arts Center.
- Ensured remarkable guest experiences over five venues (and a 4,800 guest capacity) as well as 2 additional properties: The Parker Playhouse - 1,200 seats and The Aventura Arts & Cultural Center - 400 seats.
- Further developed and incentivized a pre-sale Intermission revenue stream.
- Created the first-ever department handbook of policies and procedures.
- Controlled both event and monthly inventory and product procurement/ordering.
- Oversaw cash management of 15K per shift/event and prepared daily, weekly, and monthly sales reports.
- Conducted performance evaluations and documentation, provided feedback for employee opportunities.
- Motivated and coached staff to ensure quality and consistent guest satisfaction.
- Cross-trained to support Catering/Special Events in addition to the on-site restaurant.

Created standardized recruiting tools including descriptions & specifications, interview questions, selection protocols, and job fair materials which saved 10-12K/year in hourly employee labor cost.

Director of Marketing & Publicity**THE ACTIVE THEATER**

New York, NY 1/09 - 11/14

- Developed and executed comprehensive marketing and publicity strategies to promote season productions, readings, workshops, and new works for this Off-Off Broadway non-commercial theater company.
- Responsible for creating all artwork, marketing materials, and programs, and displays for all productions.
- Collaborated with our Board of Directors and Artistic team to align marketing efforts with the theater's mission and goals.
- Successfully increased audience attendance by 35% over two seasons through targeted marketing initiatives and community engagement.
- Introduced the Active Arts Award at the annual Gala to create publicity for the company by honoring esteemed NYC theater artists including Estelle Parsons, Austin Pendleton, and Terry Schreiber.

Responsible for the comprehensive planning, coordination, and execution of the annual fundraising Gala, managing a \$5,000 yearly budget while raising over \$85,000 cumulatively over the five years the event was held.

GAPS IN LISTED EMPLOYMENT HISTORY REFLECT THE COVID-19 PANDEMIC AND NYC-BASED HOURLY POSITIONS IN THE RESTAURANT INDUSTRY IN ADDITION TO PROFESSIONAL ACTING CONTRACTS. I AM HAPPY TO PROVIDE ADDITIONAL CONTEXT UPON REQUEST.

EDUCATION**DeSALES UNIVERSITY**

Center Valley, PA

BACHELOR OF ARTS, 2000

Degree in Theatre Arts, Minor in Marketing

GOOGLE PROJECT MANAGEMENT

CERTIFICATION, 2024

Coursera

RARITAN VALLEY COLLEGE

Branchburg, NJ

Gap year with General Education courses in English, Mathematics, Psychology, Accounting, and Marketing

TECHNICAL PROFICIENCIES**SaaS:**

Google Workspace, Microsoft 365, Apple/Mac Suite, Dropbox, Zoom, Salesforce

Project Management Software:

Monday.com, Jira, Asana

Marketing and Design Technology:

Canva, Constant Contact, Mail Chip, Adobe

HRMS/HRIS:

Workday, UKG Pro, BambooHR, Paycom

Recruiting:

Indeed, ZipRecruiter, Glassdoor, SimplyHired

Skilled across social media apps and AI tools**Created & formatted all content for DavidTracy.yyx****CORE COMPETENCIES****Communication**

Verbal and written communication, active listening, presentation skills.

Collaboration

Ability to work effectively in teams, fostering a cooperative work environment.

Problem-Solving

Critical and Innovative thinking, analytical skills, decision-making.

Project Management

Planning, organizing, prioritizing, and executing projects efficiently.

Leadership

Inspiring and guiding teams, conflict resolution, mentorship, and collaboration.

Adaptability

Flexibility and willingness to learn/embrace new challenges.

Emotional Intelligence

Emotional self-regulation and empathizing with others. Actively cultivates positivity.

Ethics

Dedicated to Inclusion & Diversity, Integrity, Professionalism, and Dependability.