



EDWARD OTTO ZIELKE

MARKETING MANAGEMENT: CREATIVE DESIGN, COMMUNICATIONS, OPERATIONS AND PUBLIC RELATIONS. PROPERTY MANAGEMENT.

Wilton Manors, Florida

Phone: (+1) 305-330-3993

E-mail: edwardottozielke@gmail.com

MY OBJECTIVES

By covering all your bases when strategizing marketing campaigns, it is possible to build a very large buzz in the community and online which will dramatically raise awareness of your business. It's all about gaining momentum through elevating your brand as an influencer in your field.

- Sharing human interest stories and building a sense of fun content
- Discovering new customers and driving traffic to your website
- Providing value in updates and blog posts that demonstrates that you genuinely care about your customers
- Re-engaging former consumers

EDUCATION

Web & Application Design Certification
Human Factors International, Jersey City, N.J.

Graphic and Web Design Certification
Noble Desktop Publishing, New York, N.Y.

Bachelor of Arts, Music and English
New Jersey City University, Jersey City, N.J.

SKILLS

Adobe Creative Suite; MS Office; QuarkXpress; Frontpage; HTML/CSS; Wordpress; Google Domains; Wix; Social Media (Facebook, Twitter, Instagram, LinkedIn, etc.); FrontDesk Anywhere; InnQuest Software: roomMaster; Rezbooks; ResNexus; Web Pub Client; Vignette 6.0; SharePoint 7.0; Documentum; Camtasia; Winfarm.; iPub

PERSONAL

Age // 48 years

Nationality // American

Relationship // Partnered

Driver License // Yes

EXPERIENCE

Nov 2015 – Present
Marketing & Operations Manager
THE GRAND RESORT AND SPA

RESPONSIBILITIES:

Operations Management: Responsible for overall direction, coordination and evaluation of resorts and spa. Promotes 100% guest satisfaction throughout the property. Ensures that all guest related issues are resolved in a manner consistent with the company's goals and objectives.

- Serve as "Manager on Duty" and provides other relief or back-up duties as needed at the hotel including front desk coverage to ensure the optimum operation of the property. Provided tours for VIPs, vacationers, event planners, third-party vendors and others
- Primary point of contact for information technology applications & software for the day-to-day resort and spa operations (i.e. InnQuest/roomMaster, Salon Iris, Salto key systems). Manage technical projects from pre-proposal through conception, production, scheduling, resource planning, delivery and general project management

Public Relations & Creative Design: Collaborate with Owner to articulate a consistent brand voice and image – maintain a visual style guide across the board. Provide written and creative marketing collateral design for print and web – including external & internal intranets, promotional material, press releases and in-house projects. Collaborate with 3rd party local and worldwide publications.

- Bringing global attention to both the resort & spa through partnering with media (i.e. World of Wonder and the Emmy Award Winning RuPaul's Drag Race which reaches approximately a million viewers with each episode)
- Managing the social media marketing strategy; Execution of all social media activities
- Identify the factors that shape hotel's appeal to customers. Monitor customer reviews on websites or on hotel booking sites to identify the strengths and weaknesses
- Develop in-house promotions and events such as wine tasting, lotteries and guest appearances weekends

Awards: SUNSational Service Courtesy Awards Nomination, 2018
Greater Fort Lauderdale Convention & Visitors Bureau

Jul 2012 – Nov 2015

Senior Marketing Designer
General Manager of Men's Resorts
NORTH BEACH VILLAGE RESORT

RESPONSIBILITIES:

Design and Distribution: Collaborate with Owner and VP of Hotel Operations to articulate a consistent brand image and maintain a visual style guide across the board. Partner with department heads to produce approved marketing collateral. Develop corporate brand and implement creative designs for various marketing materials including digital and print ads, emails, landing pages, newsletters, apparel, print collateral, and other e-marketing graphic assets including websites

- Drafting, editing and distribution of all internal communications.
- Social Media Management to produce one online voice.
- Oversee print projects from the initial phase of reviewing client requirements to the final stages of production and distribution.
- Distribution of materials to hotels, restaurants, spas and other amenities

Hotel Management: Responsible for overall direction, coordination and evaluation of specialty LGBT lodging properties. Responsible for maximizing revenues, preparation of property budget and forecasts. Managed expenses. Monitored collection of in-house guest balances and direct bill receivables,

continued ...



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PERSONAL

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Nationality // American

Relationship // Partnered

Driver License // Yes

Jul 2010 – Jun 2011

Senior Design Consultant
MANPOWER GROUP

Apr 2006 – Feb 2010

Senior Associate, Marketing
Technology
**MORGAN STANLEY
INVESTMENT MANAGEMENT**

Jul 1999 – Apr 2006

Associate, Marketing
Communications
J.P. MORGAN PRIVATE BANK

CONTINUED:

commission payments by vendors. Promoted 100% guest satisfaction throughout property

- Trained new guest service agent department personnel and housekeeping. Phone and email communications of inquiry regarding rates and availability. Maintained a thorough knowledge of the room rack locations types of rooms, room rack operations, package plans. Maintained cash handling procedures. Anticipated and intervened in all incidents of guest dissatisfaction and attempts to satisfy all such guests, within hotel policy. Developed service recovery procedures
- Responded to all reviews on TripAdvisor, Booking.com, Expedia, Yelp and other social media websites.
- Extensive knowledge of the property management software (FrontDesk Anywhere, Rezbooks)

RESPONSIBILITIES:

Produced graphic sketches, designs, and copy layouts for marketing collateral: periodicals, white papers, commentaries, newsletters, posters, pitch books, webcasts, and screen shows.

- Developed branding—sets size, color scheme, font style and template guides to achieve goals for finished products
- Collaborated with sales, public relations, and promotional departments to develop effective communications. Provided clients digital scanning; photography, producing marketing collateral for conferences.

RESPONSIBILITIES:

Web and graphic design/content layout specialist. Managed web-based projects from pre-proposal through conception, production, scheduling, resource planning, and delivery. Project responsibilities included support of all external internets, internal intranets, and promotional sites. Additional interactive projects:

- Content layout using specific web branding guidelines while keeping sites current through timely cleanups
- Analyzed technical issues to resolve or assign to the appropriate group for resolution

RESPONSIBILITIES:

Presentation Management and Production – Managed global 24-hour graphics staff of 25 with responsibilities from staff schedules to compensation and reviews. Managed marketing and sales tools to acquire, strengthen, and retain clients with at least \$25M in net worth or \$10M in liquid assets

- Developed and maintained central repository over 200 client-ready generic pieces including pitch books, tabloids, and branded marketing collateral. Trained new bankers and analysts on marketing databases and overviews of the marketing department
- Created and edited client presentations, designed templates & conversions, newsletters, charitable ads, tabloids, webcasts, posters, digital scanning; photography, CD burning

Communications, Design, and Distribution:

- Primary editor of daily e-newsletter with distribution to 3,000+ global employees. Drafted internal communications strategies and messaging e.g. diversity-related campaigns
- Uploaded content on internet and intranet systems; made incremental improvements to information organization and access. Assisted intranet content owners to understand user traffic through monthly reports; trained content owners on creation, design, editing, and uploading files. Monitored look-and-feel of different web components
- Collaborated with corporate technology team and business units in regards to issues around content management tools