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More than 25 years of managing establishments to revise departments be profitable.

Experience:

2010 to 2014 Indian Lakes Estates Golf & Country Club

Indian Lakes Estate, Fl.

Manager

Golf Operations included daily coordination with the Greens Keeper Manager to provide synchronization between the two departments for a 18 hole course, 9 hole par 3 course & driving range.

- Increase of sales by 20% with customer relations by anticipating guest's needs, resolve guest complaints, ensuring guest satisfaction.
- Implemented computer programs for tee times, controlling inventory while maintaining profitability with products and merchandise.
- Coordinating Golf Leagues, organized golf outings with banquets with restaurant & retail shop.
- Responsibilities include employee training, evaluations, p/r & scheduling plus perform a variety of duties associated with the operations.

2007 to 2009 Westgate Resorts River Ranch, Fl.

Manager

Golf Operations included daily coordination with the Greens Keeper Manager To provide synchronization between the two departments of a 9 hole course and driving range.

- Increase of sales by 25% with customer relations by anticipating guest's needs, resolve guest complaints, ensuring guest satisfaction.
- Coordinating Golf Leagues & organized golf outings with banquets & retail shop. Planning, organizing, controlling inventory while maintaining profitability with products.
- Management responsibilities include employee training, evaluations, scheduling and payroll, plus perform a variety of duties associated with the operations.

2004 to 2007 Westgate Resorts River Ranch, Fl.
Manager

Leadership and guidance of the personnel and maintenance performed on the resort property.

- Achieved awards and promotion for each department worked in.
- Overseen the day-to-day function for the hotel lodge, restaurant, six stores, miniature golf, tennis courts, pool, campgrounds, marina, golf course, air strip, arena, stables plus 219 condo's, 6 time share buildings for condo's including all electrical, water system plus sewer system.
- Prioritizing needs of scheduling of projects, work orders & purchasing supplies, assigning work orders as needed. As well as resolving guest complaints, ensuring guest satisfaction.
- Responsibilities included evaluations p/r & scheduling of employee's.

Managed three outlets consisting of a general store, deli & retail store.

- Revising, planning, coordinating and controlling of inventory of these operational retail stores. While maintaining profitability with products that was offered to the customers.
- Responsibilities include employee training, evaluations p/r & scheduling.

1984 to 2004 Great Lakes Machine Products, Inc. Hamburg, Mi.
President CEO / owner

Responsible for the daily operation of sales, customer -GM, Ford & Chrysler

Perform a variety of duties associated with the operations.

- New product quotation and engineering development to implement new technologies or methods to improve productivity plus quality.
- Implement scheduling of parts & control of inventory for customers and subcontractors.
- Define and monitor the requirements of a suppliers Quality Assessment program, implement ISO & Lean Manufacturing.
- Coordinate operational functions and establish guidelines for company.
- Supervision of cash flow calculations, budgeting and yearly production projections.
- Responsibilities including employee training programs.
Human resources and payroll in depth knowledge.

1981 to 1985 J.L.Hudson Co. Ann Arbor, Mi. (Currently called **Macy's**)

Retail Manager

Managed seven different high-end retail departments Men's, Boys, Houseware, Toys, Stationary, Drapery, & Women's accessories.

- Planning, organizing, coordinating and controlling of operational retail functions. While maintain a quality retail reputation by providing a mix of exciting new products, attractively merchandised, and offered to the customers by an enthusiastic and well trained staff responsible for the retail sales in each of the outlets as well as the profitability of each.
- Responsible for merchandise presentations and plan-o-grams to coordinate promotions, established floor stock levels & inventory control.
- General management responsibilities include employee training, evaluations, scheduling, while managing twenty to thirty employees.
 - Increase of sales by 15% & customer relations by anticipating guest's needs, resolve guest complaints, ensuring guest satisfaction.
 - Achieved a promotion for each department worked in.

Skills:

- ⇒ Computer, Internet & Email
- ⇒ Microsoft Word, Excel & Outlook
- ⇒ DacEasy Accounting & Payroll
- ⇒ Profit and loss statements
- ⇒ Buyer, Merchandising and Display

- ⇒ Attention to detail
- ⇒ Ability to multitask
- ⇒ Analytical & Problem solving skills
- ⇒ Organizational skills

Education:

Skill Path Seminars

- Success Advantage
- Organized to the Best

Brighton High School, Brighton, Mi.

- College Business courses
- Computer programs & applications

J.L. Hudson Co. Detroit, Mi.

- Management Training programs
- Merchandising and Selling Skills

Pinckney High School, Pinckney, Mi.
High School Diploma

Community Involvement:

- UM Hospital Ann Arbor Mi. Cancer support group.
- President of Golf League for 4 yrs.
- Organized Golf outings & banquets for 15 yrs.
- Planning Commission for the Village of Pinckney Mi. for 2 yrs.