

# CYNTHIA PATTERSON

12231 West 127<sup>th</sup> Place, Apt. 7111, Overland Park, KS 66213

[cpat1022@gmail.com](mailto:cpat1022@gmail.com)

913-220-6157

**OBJECTIVE** | To secure a full time or part time position that utilizes my skills and experience.

**SKILLS & ABILITIES** | Proven Sales, relationship building and customer service skills. Over 60% of sales bookings were repeat. During my years in the Hospitality Business, over 90% of my previous jobs require customer contact on a daily basis. Information gathering to ensure accurate results which include Word, Outlook, Excel, and Salesforce experience. Strategic sales plan development, budget and yield management as well as Catering and event coordination. Professional and caring attitude. Team Player – always strive to do what was best for the company I work for and my fellow team members.

**EXPERIENCE** | **NATIONAL ACCOUNT MANAGER**

InterContinental Kansas City. May 12, 2010-May 31, 2020 (Laid off due to Covid 19)

Responsible for booking group rooms and meeting space for Association and Corporate groups. Skills required for this group, relationship building, customer service, information gathering in a professional and caring manner. Create my own reports, contracts, proposal, and letters as well as email and telephone communication with all departments in the hotel to advise of customer needs and concerns. Proven Sales and Management leader. Met and exceeded Sales goals. Exceeded Sales goal in 2018 by \$1 million.

**SENIOR SALES MANAGER**

Doubletree Hotel Overland Park. May 29, 2007-May 6, 2010

Same duties as the ones reflected above at the InterContinental Kansas City, however, I managed three Sales Managers as well the Sales Office when the Director of Sales was out of the office.

**DIRECTOR OF SALES, SENIOR SALES MANAGER, CONVENTION SERVICES MANAGER**

Ameristar Casino, and Westin Crown Center, 1996 through May 2007  
Duties included managing 4 person Sales Office, booking guest rooms and meeting space, Event Planning and Coordinating,

**TARKIO COLLEGE**

Tarkio, Missouri/4 years Liberal Arts

Graduate Central High School, Kansas City, MO

**ACHIEVEMENTS** | Member of PCMA, ASAE and MPI  
Certified Meeting Planner Designation (CMP)  
HLA Sales Manager of the Year 2015  
InterContinental Kansas City, Manager of the Quarter 2015, and 2018,  
and Manager of Year 2018. Met and exceeded goals from 2010-2019.  
Top Sales Producer with Westin Crown Center in 2000 and 2001  
Presidents Recognition for third trimester of 2007 with Hilton Hotels

**REFERENCES** | Ms. Vicky Haberkorn, Director of Sales and Marketing  
CROSSROADS HOTEL  
303-500-2878

| Ms. Becky Harsch, CMP  
National Account Manager  
VisitKC  
816-691-3823  
[bharsch@visitkc.com](mailto:bharsch@visitkc.com)

Mr. Don Breckenridge  
General Manager  
InterContinental Kansas City at the Plaza  
816-756-1500  
[dbreckenridge@kansascityic.com](mailto:dbreckenridge@kansascityic.com)

**ADDITIONAL REFERENCES PROVIDED UPON REQUEST**