

Diallo Ndiaye

Concierge Doorman

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SUMMARY

Hybrid concierge–doorman with 8 years across Brookfield Place and Equity Residential rental towers. Books restaurants, pet services, and car services through ActiveBuilding and BuildingLink in line with the post-RTO traffic surge.

EXPERIENCE

Concierge Doorman

2022 - Present

Equity Residential – Hudson Crossing

New York, NY

Hybrid concierge–doorman role at 261-unit luxury rental.

- Booked 1,800 dinner, dog-walking, and car-service requests annually via ActiveBuilding
- Maintained 4.9–star Yardi RentCafe lobby score across 240 resident reviews
- Coordinated dry-cleaner and grocery handoffs with 9 partner vendors
- Trained 2 new concierge doormen on hospitality scripting and the BuildingLink portal

Doorman / Concierge

2017 - 2022

Brookfield Properties – The Eugene

New York, NY

30–story Hudson Yards rental with concierge program.

- Coordinated 220 weekly resident requests including restaurant reservations and Uber dispatches
- Greeted 350+ residents and guests during peak return-to-office traffic windows
- Stood in as relief overnight doorman for 80 shifts/year

SKILLS

- ActiveBuilding Requests
- Vendor Coordination
- 32BJ Customer Service Standards
- BuildingLink Resident Portal
- Concierge Hospitality Scripting
- Restaurant & Car-Service Booking
- Resident Communication

CERTIFICATES

32BJ Training Fund Doorman

2018

32BJ Thomas Shortman Training Fund

Active union certification.

Les Clefs d'Or Apprentice

2024

Les Clefs d'Or USA

On track for full membership.

AWARDS

Equity Residential 5-Star Performer

2024

Equity Residential

Top concierge doorman across NYC portfolio.

HOBBIES

City history walking tours