

Damon Reeves

Hotel Night Manager

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SUMMARY

Hotel Night Manager at the 1,878-room New York Hilton Midtown - the largest hotel in New York City. Resolves 95% of guest incidents without GM escalation; J.D. Power overnight score in the 84th percentile. Opera Cloud certified and trained 9 junior agents on emergency procedures, fire-life-safety, and Hilton brand standards.

EXPERIENCE

Night Manager

New York Hilton Midtown • New York, NY • Sep 2022 - Present

Manager on Duty for overnight shift at the 1,878-room New York Hilton Midtown.

- Owned MOD coverage for 1,878-room property - the largest hotel in New York City
- Resolved 95% of guest incidents without GM escalation
- Held J.D. Power overnight score in the 84th percentile across 4 quarters
- Trained 9 junior agents on emergency procedures and Hilton brand standards

Front Office Supervisor

Marriott Marquis Times Square • New York, NY • Jun 2019 - Aug 2022

Front office supervisor at 1,949-room Marriott Marquis on overnight rotation.

- Supervised 8-person overnight team handling 220+ late arrivals
- Held cash drop variance under 0.3% across 36-month tenure
- Managed nightly run reports and Opera audit close
- Earned Marriott Spirit to Serve nomination 3x

Night Audit Agent

Sheraton Times Square • New York, NY • Aug 2017 - May 2019

Night audit agent at 1,780-room Sheraton.

- Closed nightly audit on Opera PMS for 1,780-room property
- Reconciled \$42K average daily revenue with under 0.4% posting variance
- Trained on emergency response and ADA-accommodation procedures
- Cross-trained on PBX, concierge, and bell stand

EDUCATION

Bachelor of Science

New York University - Jonathan M. Tisch Center • New York, NY

Sep 2013 - May 2017

Hotel Administration • GPA: 3.6

SKILLS

Opera Cloud PMS
MOD Decision-Making
Emergency Response
Night Audit Close
Hilton Brand Standards
Conflict De-Escalation
Team Coaching

LANGUAGES

English • Native
French • Conversational

STRENGTHS

Overnight Decisiveness
Resolves 95% of incidents without waking the GM.
Brand-Standard Discipline
Holds J.D. Power overnight score in 84th percentile consistently.

CERTIFICATES

Opera Cloud Certified
Oracle Hospitality • Mar 2023
Opera Cloud PMS administrator certification.
Fire & Life Safety Director (FLSD) - NYC
FDNY • May 2022
FDNY-issued fire safety director credential required for high-rise hotels.