

Diana Tindall

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Financial Analyst with over 15 years' experience in forecasting and strategy development. Background includes senior level management experience within Hospitality and Commercial Real Estate industry. Positions have required the ability to communicate with and influence individuals ranging from line employees to executive management. Proven track record of improving sales and margins in competitive markets. Areas of expertise include:

- Strategy development • Commercial account management
- Budget completion • Pricing development
- Competitive market intelligence • Budget variance analysis

WORK EXPERIENCE

Divisional Controller

CARROW REAL ESTATE SERVICES - 2016 to Present

Controller for Commercial Real Estate company located in downtown Albany. Oversees and supervises Accounting responsibilities for 10 properties including yearly budgets and monthly Financials.

- Responsible for assisting in compilation and final review of monthly Financial Statements due to owners/lenders.
- Acts as a liaison with Property Owners, Investors and Banks.
- Responsible for completion and final review of yearly Budgets for multiple properties. Completes monthly analysis of Budget and Actuals for multiple properties.

Area Director of Revenue Analysis

CONCORD HOSPITALITY - 2010 to 2016

Analyst for 2 Independent Boutique hotels located in Northern NJ and Durham, NC. Oversees Reservations Department/Front Desk as pertains to hotel reservations and revenue.

- Responsible for competitive set analysis, pricing analysis and P& L monthly analysis.
- Expanded system capabilities to include revenue strategy and inventory maintenance.
- Lead role on system conversion.

Corporate Revenue Analyst

CONCORD HOSPITALITY - 2011 to 2012

Corporate analyst for multiple hotels including Hyatt and Marriott brand hotels. Responsible for hotels financial success as measured by RevPAR index and year over year performance improvements.

- Oversaw 8 hotels-including two hotels during pre-opening phase
- Completed 3 major system conversions simultaneously
- Lead Analyst in company for Hyatt Hotels

Financial Analyst

HYATT HOTELS AND RESORTS - 2009 to 2010

Managed multiple properties concurrently. Accountable for property occupancy and revenue through property analysis, competitive analysis, pricing and direct sales involvement and marketing efforts.

- Established key strategies that achieved a 24% increase in revenue over previous year.
- Redesigned and rebuilt product structure for major national account resulting in a 111.4% revenue increase.
- Developed and implemented premium product and selling strategy which resulted in a 152% increase in revenue.

Contract Revenue Analyst

HYATT HOTELS AND RESORTS - 2006 to 2009

Analyst for Hyatt Corporate office- reported to Vice President of Revenue Operations for Hyatt Corporation. Remote managed multiple properties for Hyatt across United States & Canada on interim basis. Utilized experience and analysis in maximizing revenue and bottom line profits.

- Promoted to this newly established position based on successes and results achieved as a Financial Analyst.
- Became the Analyst of choice for many of the companies' hotels based on the quality of services delivered.
- Consistently increased revenues by selecting the most profitable business mix for the property.

Financial Analyst

HYATT HOTELS AND RESORTS - 2005 to 2006

Provided revenue analysis and sales forecasting for a \$22 million dollar Hyatt Regency operation in Jersey City. Analyzed trends in the marketplace to develop effective pricing strategies.

- Developed pricing plans to maximize revenue and profit increasing room revenue 19% year over year
- Established a dedicated Financial Analyst position within the Hotel resulting in a promotion to the Executive Committee level.

Accounts Receivable/Credit Manager

HYATT HOTELS AND RESORTS - 2004 to 2005

Sole individual responsible for researching and approving group credit applications. Handled all customer service inquiries pertaining to Group Accounts. Responsible for account billing and aging.

- Processed all payments, corrections and day to day General Ledger postings for accounts totaling \$1.7 million dollars.
- Identified problem accounts and negotiated payment reducing past due account aging by 14%.
- Maintained 90 day aging of 2% through account management and improved credit approval process.

Guest Services Manager

HYATT HOTELS AND RESORTS - 2003 to 2004

Responsible for weekly scheduling and provided employee counseling when necessary. Served as point of contact for guest inconvenience resolution.

- Managed Bell Staff and oversaw the activities of contracted Valet, Concierge and Security services.
- Orchestrated change in contracted valet company resulting in cost savings and increase in guest satisfaction scores.
- Provided interim management for multiple departments including Front Office and Housekeeping resulting in a bottom line savings equivalent to one full time employee position.

Revenue Analyst/Reservations Manager

HYATT HOTELS AND RESORTS - 1999 to 2003

Maintained command of all revenue management and inventory control systems. Managed 7 employees within the PBX and Reservations departments.

- Possessed master knowledge of all inventory control systems including the introduction and implementation of new software on multiple occasions.
- Assumed responsibility of PBX employees in addition to Reservations staff resulting in an 11% increase in Employee Satisfaction scores.
- Forecasted Monthly and Annual budgets -consistently ranked in top 10 in division for forecast accuracy.
- Manager of the Quarter Award

EDUCATION

B.A. in Psychology- Widener University - Chester, PA