



# O'BRIAN DALEY

SALES EXECUTIVE

3716 Dunbar Street, Vancouver, BC  
V6S 2C9, Vancouver, V6S 2C9, Canada  
1 (778) 957-4907  
daley.obrian@yahoo.com

## ABOUT ME

Dedicated and customer-focused Sales Executive with extensive experience in the hospitality industry, bringing a track record of increasing revenue, client retention, and customer satisfaction. Skilled in sales strategy development, account management, and front office operations with a commitment to delivering excellence in customer service. Adept at managing high-volume tasks and building long-term relationships with clients to ensure repeat business.

## SKILLS

CUSTOMER SERVICE EXCELLENCE

SALES & NEGOTIATION

COMMUNICATION & ORGANIZATION

TECHNICAL SKILLS

ADAPTABILITY

TEAM COLLABORATION

## LANGUAGE

ENGLISH

## WORK EXPERIENCE

### ROYALTON NEGRIL

Negril  
Jan 2022 - Jan 2024

#### Sales Executive

- Spearheaded sales efforts to drive bookings, maximize occupancy, and increase revenue across hotel rooms, services, and event spaces.
- Conducted site inspections, curated family trips, and proactively developed sales leads to expand the client base.
- Managed a portfolio of corporate and individual clients, tailoring solutions and negotiating rates/packages to meet client needs.
- Upsold services effectively and delivered high-quality customer service, resulting in enhanced guest satisfaction and repeat bookings.
- Collaborated in developing the hotel's sales strategy and ensuring team alignment with objectives.
- Prepared accurate and compelling written quotations and confirmations for potential clients.

### ROYALTON NEGRIL

Negril  
Jan 2017 - Jan 2022

#### Front Office Agent

- Managed guest check-ins/outs and handled guest requests efficiently, delivering a seamless front-desk experience.
- Communicated room status updates to hotel staff and promoted hotel services to maximize occupancy.
- Up-sold rooms and add-on services, consistently contributing to the hotel's revenue goals.

### DARLISTON PC

BANK  
Darliston  
Jan 2010

#### Data Processing Officer

- Organized and filed documents accurately, ensuring quick and easy retrieval.
- Entered data promptly and verified the accuracy of information, maintaining high-quality records.
- Responded to customer inquiries and redirected calls as needed, supporting a smooth office operation.

## EDUCATION

CULLODEN VOCATIONAL TRAINING CENTRE  
Culloden  
2014

#### Vocational Studies

MAUD MCLEOD HIGH SCHOOL  
2010

#### High School Diploma

## HOBBIES

PASSIONATE ABOUT HOSPITALITY AND DEDICATED TO ENHANCING CUSTOMER SATISFACTION.,STRONG INTEREST IN DEVELOPING SALES AND CUSTOMER RELATIONSHIP SKILLS TO FURTHER ADVANCE IN THE INDUSTRY.

ENFIELD PRIMARY  
SCHOOL  
2005

