

Scott A. Hanno

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OBJECTIVE

To obtain a challenging managerial position in the hospitality industry that utilizes my extensive knowledge of Revenue Management through the use of computerized systems and an analytical thought process.

EMPLOYMENT

The following positions are with Crestline Hotels & Resort Corporation:

Complex Director of Revenue Management

SHERATON AND WESTIN RESTON HEIGHTS COMPLEX

July, 2008 - Present

RESTON, VA

- ♦ Manage inventory for a 301 room Sheraton and a 191 room Westin (new opening) utilizing TLPe, Galaxy and all other Starwood systems
- ♦ Oversee the Field Marketing team efforts and all on-line sales and third party strategies

Corporate Director of Revenue Management & e-Commerce

BARCELÓ CRESTLINE HOTELS & RESORTS

December, 2005 - July 2008

MCLEAN, VA

- ♦ Responsible for overseeing the revenue management process including pricing and sales strategies for a portfolio of 42 independent and branded hotels.
- ♦ Direct reporting for up to 15 Area Directors of Revenue Management with responsibility for hiring, training and mentoring the entire revenue management team
- ♦ Established many of the forecasting, budgeting and tracking systems used by the corporate team

Area Director of Revenue Management

BARCELÓ CRESTLINE HOTELS & RESORTS

June, 2003 - December 2005

PANAMA CITY BEACH, FL

- ♦ Responsible for inventory management for multiple hotels to include Marriott, Hilton, Sheraton, Four Points by Sheraton, Wyndham and Wyndham Garden Hotels
- ♦ Worked from a remote office where organization and self-motivation were essential
- ♦ Oversaw the sales strategy process including weekly revenue calls with the properties to maximize revenues
- ♦ Handle all rate loading, restrictions, pricing and GDS Distribution utilizing different brand systems including One Yield, RMS, TLPe & Fidelio FTCRS

Director of Revenue Management

MARRIOTT'S BAY POINT RESORT VILLAGE

April, 2000 - June, 2003

PANAMA CITY BEACH, FL

- ♦ Responsible for managing a Golf Resort Reservation Sales Office with six Sales Agents
- ♦ Completed the budgeting & forecasting process for a 356 room golf & marina resort
- ♦ Established all Internet Sales Accounts including Expedia, Hotels.com, Worldres.com & Zooware.com
- ♦ Responsible for maintaining and updating the resort's web site to include e-commerce

All of the following positions were with Interstate Hotels Corporation:

Director of Revenue Management

ORLANDO AIRPORT MARRIOTT

July, 1999 - April, 2000

ORLANDO, FL

Director of Revenue Management

BOSTON ANDOVER MARRIOTT

August, 1998 - July, 1999

ANDOVER, MA

Corporate Sales Revenue Analyst

INTERSTATE HOTELS CORPORATE OFFICE

November, 1997 - August, 1998

PITTSBURGH, PA

Resume for Scott A. Hanno

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Director of Reservation Sales

WESTIN BONAVENTURE HOTEL & SUITES

December, 1995 - November, 1997

LOS ANGELES, CA

Director of Reservation Sales

ORLANDO MARRIOTT INTERNATIONAL DRIVE

October, 1989 - December, 1995

ORLANDO, FL

Front Office Manager

CINCINNATI MARRIOTT HOTEL

July, 1988 - October, 1989

CINCINNATI, OH

Reservation Manager

THE CASA MARINA RESORT

October, 1987 - July, 1988

KEY WEST, FL

Reservations Manager

SYRACUSE MARRIOTT HOTEL

October, 1984 - October, 1987

SYRACUSE, NY

EDUCATION

A.S. Degree Hotel Restaurant Management

PAUL SMITHS' COLLEGE PAUL SMITHS, NY

1982 - 1984

Major: Hotel and Restaurant Management

SKILLS

- ◆ Strong Initiative, Organization Skills and Leadership Qualities
- ◆ Proven Track Record in the ability to successfully increase RevPAR through Mix-Management
- ◆ Understand Total Hotel Sales Focus, both Group and Transient for total hotel profitability
- ◆ Analytical skills to evaluate and make recommendations of STAR reports, PDP reports, ect.
- ◆ Proficient in various computer applications to include Microsoft Word, Excel, Lotus and Word Perfect
- ◆ Good understanding of both Internet and e-mail programs using Outlook and FrontPage 2003 and have published and edited web pages

ACHIEVEMENTS

- ◆ Awarded Crestline Hotels & Resorts Revenue Manager of the Year, March 2004
- ◆ Selected as Marriott's Bay Point Resort Manager of the Year for Year 2002
- ◆ Appointed Manager of the 3rd Quarter 2002 and Manager of the 4th Quarter 2000, Marriott's Bay Point Resort
- ◆ Awarded the Marriott's Bay Point Resort General Manager's Leadership Award, August 2001

REFERENCES

Professional and personal references available upon request