

Shawn Toussaint

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Skilled, experienced and enthusiastic Individual: with a strong physical built to carry heavy loads, but also has experience as a manager in the service and hospitality industry. Reliable, proactive and a good problem-solver.

Work Experience

Operations/Dispatch Manager

Revel Transit - Queens, NY

June 2020 to Present

- Manage a team of over 10 field technicians who go out in the City to service our mopeds; while some work inside the warehouse.
- Run the Dispatch service, working as a support and lead coordinating with the technicians and other managers to create and monitor assignments.
- Operate the forklift as a daily task to load and offload the fleets.
- Maintain and manage a fleet of close to 20 vehicles along side fleet management.
- Work to maintain the warehouse and the lists of its daily demands.

NY Real Estate Salesperson

Corcoran Real Estate Group - Brooklyn, NY

January 2020 to Present

Working as a Licensed Real Estate Agent in NY State. Specializing in residential, and practicing both leasing, and sales--buying and selling.

Head of Guests Relations

Matire'D - New York, NY

March 2017 to Present

- Work closely with hotel concierges, building strong business relationships; resulting in a successful concierge guests-referral of 200 hotel guests per week on average.
- Building a client following with guests that work and live within Midtown, Manhattan.
- Coordinate with servers, and managers on dinning room preparations, guests' coordination, along with managing coat check services and telephone calls.
- Head several onsite and offsite private events in the restaurant; sometimes having multiple events to cater to, while managing the front door simultaneously.
- Reach annual goal of an increase to the reservation book by 5%; a monetary increase of over \$200,000.
- In charge of host team with 2 and sometimes 3 employees to lead, train and develop, delegate duties to and supervise.
- Strategic planning and organizing of private events on and off-sites; deciding themes, recruiting and managing organizers, promoting and managing guests lists, down to hosting and execution.

Floor Manager

Union Fare - New York, NY

August 2016 to March 2017

- Ensured that the restaurant was ready for service; making sure the staff was equip to work, and made sure that the state's sanitation standards were met and maintained.
- Led a team of six hostesses; while taking on projects on the side like; OpenTable software training, menu training and test giving.
- Took the lead role in managing staff and handling any special guests request or complaints. Ensured that the restaurant was operating at market standards.
- Took a major role in enforcing the State's Health codes; inspected the facility for any health code violations--and provided training to staff.

Procurement Specialist, Finance

Harlem United - New York, NY

April 2014 to November 2015

New York

- Started up and ran the agency's first centralized purchasing department those overseen 10 different sites, with only two staff members.
- Was responsible of processing an average of 10 new orders per day, for a staff body of over 300 employees, while managing open orders still pending.
- Worked along side the Coordinator managing the distribution of metro cards to the agency, data entry, recording and filing the appropriate backups.
- Responsible for training and educating staff on the procurement procedures, in addition to training them on how to use and operate the agency's financial system.
- Was in charge of running data analyst and producing reports requested by the finance department.
- Solely managed the 2015 financial sales audit under the CFO guidance, which included over 10 different sites.

Professional Host & Service Coordinator

A Voce Columbus - New York, NY

November 2012 to January 2015

New York

- Built a strong reputation among staff members and guests, for providing skills and services of the highest degree.
- Liable for managing a reservation book of 250 guests--per night--on average.
- Synergistic communication between the staff and guests; coordinating over 1000 information effective throughout the week.
- Responded to approx. 50 calls per day to assist guests and other staff members & stakeholders with their questions and issues.

Education

Bachelor of Science in Accounting

Brooklyn College - Brooklyn, NY

2013

Skills

- OpenTable
- CRM Software
- Marketing

Certifications and Licenses

Driver's License

May 2018 to May 2026

Forklift Certification

October 2022 to Present

Real Estate License

December 2021 to December 2023

Renewing now