



# HILDEGARD EPSTEIN

SENIOR LEADER IN  
BUSINESS OPERATIONS

Highly motivated professional leveraging tenured leadership experience to develop, motivate, and propel cross-functional professionals and teams to consistently achieve ambitious goals and established metrics.

## AREAS OF EXPERTISE

- Strategic Business Planning
- Process Redesign & Organization
- Training & Development
- Sales Plan Execution
- Cash Flow Optimization
- Team Building & Leadership
- Culture & Mission Development
- Workshop Administration
- Business Integration
- Budget Administration
- Finance Rehabilitation
- Conflict Resolution

## CONTACT INFO

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## PERSONAL PROFILE

Expertise in streamlining, organizing, restructuring, and managing multi-million-dollar, high-end hospitality environments leading to successful achievement of goals and objectives through proficiency in forecasting, budgeting, financial analysis, and strategic planning. Provided executive-level leadership with full operations and administration accountability and corporate integration for all business activities in portfolios with top-level revenues achieving consistent annual profits. Detail-oriented and multi-talented with an in-depth knowledge of the principles and implementation designed to enhance productivity, increase workflow, improve quality, and safety. Multi-lingual in French, English, Portuguese, Spanish, and Creole.

## PROFESSIONAL EXPERIENCE

### GENERAL MANAGER

#### Royal Oasis Hotel | 2017 - Present

Maintain oversight of nine departments with a total of 135 employees, including all facets of hiring, training, and developing new employees to include seasonal workers and permanent hires. Plan and execute ongoing performance reviews while addressing and resolving poor performance issues.

- Coordinated restructuring and rehabilitation of finance including bank loans, budgets, expenses, and renegotiation of service contracts.
- Demonstrated keen ability to resolve conflicts between customers and employees.
- Facilitated implementation of three-strike system to promote professionalism and maintain alignment with company policies and procedures.
- Drive ongoing improvement to management qualities through planning and administration of workshops, seminars, and other training events.
- Propelled unity, productivity, and motivation across sales team members through provision of monthly team building activities and employee training.
- Devised, developed, and implemented plan that resulted in 50% weekly increase in sales after three months.

## PROFESSIONAL EXPERIENCE

### TREASURER OF THE BOARD OF DIRECTORS

FHAF (Fond d'Aide a la Femme Haitienne) | 2011-2014

Supported clients in facets of understanding options available and assisting in selection of best service plans that consistently met their varying needs. Partnered with loan and sales department to propel planning, development, and implementation of client projects. Collaborated with colleagues to discuss market information and conceptualize, develop, and implement strategies.

- Remained abreast of current trends to enhance sales activities through execution of market research.
- Met and exceeded customers' needs and provided best service options for each customer.
- Ensured successful launch by coordinating implementation of processes, projects, or programs driven by ongoing communication of objectives across clients, teams, and departments.

### PRESIDENT

MC Global Consultant | 2013 - Present

Oversee operations for crew of 30+ employees. Charged with assessment and examination of requests for project changes to propel in enhancements in budget, quality, deadline, and risk mitigation. Support and inform clients through each project stage through administration of written reports, meeting minutes, and other forms of communication. Maintain oversight of employee performance to effectively determine area for improvement and success. Establish monthly goals and metrics, track progress, and report to owners.

- Coordinated design, development, and marketing of new housing valued between \$5M and \$15M in Haiti.
- Planned and developed consummate cost estimates to ensure clients create projects within budget.
- Demonstrated success in securing continued business through effective maintenance of client relationships.
- Ensured consummate accuracy, clarity, and quality through meticulous review of plans, drawings, contracts, and other documentation.

## PROFESSIONAL EXPERIENCE

### CHIEF OF STAFF

PACEGI - CCPDEI | 2014

Chief of Staff of Prime Minister Laurent Lamothe to The Presidential Advisory Council for Economic Growth and Investment. I worked alongside the Prime Minister and the Office of Bureau of Economic Development by providing advice on different strategies, publishing points of view and by taking position on key business opportunities offered by Haiti's industry sectors.

### DIRECTOR OF PROJECT

Oasis Foundation | 2014

In charge of the reopening of the Haiti Hospitality Management School. Supervisor of the grant provided by the Clinton Bush Haiti Fund to Haiti Hospitality Management School.

## EDUCATION

### UNIVERSITY OF MIAMI

Bachelor in International Business

### GETULIO VARGAS FOUNDATION

Masters of Business Management

### CORNELL UNIVERSITY

Masters in Hospitality Management

## HOBBIES

I am well-travelled and enjoy learning about new cultures and foods. I enjoy spending time outdoors, exercising, and reading. I am very involved in all sorts of community service work, helping others a true passion of mine. Some of my hobbies include:

- Fitness
- Swimming
- Hiking
- Puzzle Solving
- Reading
- Travel

## REFERENCES

- References are available on request