**SVEN SAINT-CALBRE**

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High-achieving international Hotel’s, multi-site and Operations professional with over 24 years experience, leading high performance teams and successfully increasing productivity and reducing costs. Work effectively as part of a senior team or on own initiative driving company strategy and delivering value-adding solutions to promote growth, profit, and a positive organizational identity. Seeking the next challenging senior position within a progressive company.

**KEY SKILLS & EXPERTISE**

* Excellent client facing, customer service and complaint management skills
* Skilled Business Analysis, Trouble Shooting, and P+L management abilities
* Skilled at identifying key business imperatives, enabling quick and decisive actions
* Consistently achieves challenging targets, while managing, and tightly controlling, tough budgets
* Excellent strategic vision promoting well-practiced and pragmatic tactical application
* Skilled trainer, facilitator, and coaching professional
* Well-developed mentoring, team building, team development and individual empowerment expertise
* Confident, articulate and persuasive communicator, presenter and negotiator to C-Suite level
* Skilled at managing a complex matrix of relationships, networks and networking opportunities
* Well-developed macro and micro planning, organisational, and resource management abilities
* Innovative and lateral thinker with excellent analysis and problem solving skills
* Fully Bilingual: English and French

**PROFESSIONAL EXPERIENCE**

**Fellah Hotel, Morocco GENERAL MANAGER 2014 – 2016**

Re-launched and managed 60 bedroom 5 star new concept hotel based on culture & arts with 3 outlets and an artist residency.

**Constellation Hospitality, Ethiopia CLUSTER Manager 2012 – 2014**

Opened and managed a new 4 star, 135-bedroom hotel in Bahir Dar, and oversaw full renovations of a 64 bedroom hotel and an extended development of a resort hotel, reporting directly to the CEO and the DOO.

* Created project budgets with the Director of Finance and presented to Head Office
* Oversaw a combined budget of USD 8 million for the completion, opening, and renovation projects
* Post completion, tasked with full operational control and P & L accountability for both properties
* Negotiated and liaised with architects, contractors, and suppliers for both projects
* Managed staffing of both properties and an office in Addis Ababa up to an establishment of 275
* Conducted a full review and Implemented a comprehensive sales and marketing strategy
* Conducted negotiations with the local and national governments and labour unions
* Addis is the home of the African Union so often deal with Heads of State and Ambassadors
* Held forums in Bahir Dar Avanti Blue Nile with Heads of State

**Venice Simplon Orient Express, Italy Consultant 2012 – 2012**

Short-term contract consisting of reorganizing operations on the train and head office in Venice and dealing with 75 staff, reporting to the General Manager

* Presented reports to increase productivity, reduce costs by 20%, and implement new menus

**Signature Life Hotels, South Africa, Operations Manager Africa 2010 – 2012**

Responsible for three hotels in Mozambique; golf resort in South Africa; lodge in the Kruger park; two hotels in Sandton; one hotel in Kempton park, South Africa; and two hotels in Madagascar; reporting to the CEO.

* Managed 500 staff through nine GMs and controlled a monthly turnover of ZAR 20 million
* Supervised the launches of the two new-build hotels in Madagascar
* Held all negotiations with local and national government, and labour unions
* Developed and implemented sales strategies with sales team
* Secured new management contracts and held negotiations with the private owners
* Drove operational improvements maximising the value of the asset base while ensuring a tight control on operational costs
* Responsible for monitoring and continually improving standards of performance and quality within the hotel operations
* Oversaw hotel development projects with NEF (National Empowerment Fund) and other financial institutions
* Increased sales across all properties by an average of 20%

**Jesmonds of Highworth, England Director 2008 – 2010**

Managed GBP 1million annual turnover, 15 bedroom, AA 5 red star boutique hotel with two Rosette restaurant: listed as top 100 hundred restaurant in the UK, responsible for 20 staff, reporting to the owner

* Tasked with full P&L responsibility
* Oversaw scheduling, hiring, and training operations
* Supervised management of housekeeping, front office, reservations, kitchen, sales, marketing, banquets, security, and building/grounds maintenance
* Drove the business towards a Michelin star, even though opened at the start of the recession and had to aggressively battle for business
* Conducted all negotiations with the bank, but eventually sold the business for a good price in a very difficult market

**Dastan International Ltd, Kazakhstan Operations Manager 2006 – 2008**

Oversaw opening and construction of the first luxury hotel and business centre in Aktobe; managed 300 staff through two GMs, reporting to the CEO.

* Project managed, supervised, and coordinated staff and external third parties
* Defined the strategic vision and managed the construction throughout, gathering and prioritizing product and customer requirements
* Planned budgets, controlled sales and marketing, implemented procedures, and trained staff
* Repositioned existing hotels to new market demands and requirements
* Responsible for proposing an overall budget and delivering monthly revenue forecasts.
* Planned and developed marketing strategy for business centre and hotel target audience
* Set pricing for new business centre and hotel for the launch to meet revenue and profitability goals
* Briefed the press and analysts, and organised press releases and on-going press campaigns
* Performed and arranged successful presentations to the target market
* Increased hotel occupancy to 90%: an increase of 70%
* Completed and launched the new 250 bedroom business centre and 3000sqm office space, which was inaugurated by the President of Kazakhstan

**Sea Side Restaurant and Bar, France Owner Operator 2002 – 2006**

Operational management of a challenging seasonal business taking up to €35k per week with up to 30 staff

* Defined seasonal strategy and managed all aspects of the business
* Organized and planned surf events (Rip Curl Pro); concerts; and Flamenco/Cuban music festival, catering for up to 500
* Co-Creator of Latino festival, *Latino-hossegor*: still going strong in its 15th year
* Increased sales by 40% over three years

**Afloat in France, France Barge Manager and Captain 2000 – 2002**

**Courtland Country House Hotels, England Group Manager 1998 – 2000**

**Institute Vatel de Bordeaux, France Head of Development 1996 – 1998**

**French Airborne Marines, France 6e R.P.I.Ma.**  **1989 – 1996**

**PROFESSIONAL QUALIFICATIONS**

Bachelor of Arts in Business Administration, California

High School Diploma from Santa Monica High School, California

Microsoft Office Suite, and all Hotel PMS and POS (Opera, RoomMaster, Infor, etc)

Working closely with the President of Bahir Dar University developing a Hotel Management Program