

JUSTIN LINSENMEYER, EdD

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GOAL

Enthusiastic, analytical, and strategic manager with 15 years of Leadership experience in business and hospitality operations seeks to use Office Administration, Project Management, HR/Employee Relations, and Communication skills to join your organization. A team player offering tremendous drive balanced with exemplary ethics that consistently meets deadlines. Possess a strong desire to uphold the mission of company as well as to foster meaningful relationships with students, staff, and campus partners.

KEY QUALIFICATIONS

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|----------------------|----------|-----------|------------|
| PROJECT MANAGEMENT | TRAINING | BUDGETING | SCHEDULING |
| WORKER'S COMP / FMLA | PAYROLL | ANALYTICS | MEDIATOR |

SELECTED ACHIEVEMENTS

- **Teaching and Development:** Developed comprehensive curriculum for staff learning and development. Described vision, focus, and objectives based on needs to top level management and Human Resources for approval, and incorporated all supervisory staff and hourly team members in teaching agendas. **Examples:** Designed 52 week mini-seminar training program highlighting topics from 6 core competencies administered in 15-45 minute sessions. **Results:** Utilizing a brief and clear agenda, opening dialog between supervisors and staff in a casual setting, and offering bits of information on a regular and structured basis led to deeper retention of new knowledge, less meeting fatigue, improved morale, and greater participation by staff as noted in follow-up surveys.
- **Project Management:** Developed goals to plan, prioritize, organize, and accomplish initiatives. Managed full life cycle of projects including team organization, data collection, feasibility analysis, resource coordination, and report generation for presentation to senior management. **Examples:** Designed and integrated SOP plans including Policy & Procedure guidelines, Training, Development, and Evaluation protocols, as well as interoffice Safety, Sustainability, and Wellness programs. **Results:** Created a team atmosphere of empowered, confident, and knowledgeable supervisors, improved workplace safety standards and employee morale, as well as decreased Worker's Compensation claims which led to an increase in revenue over a five year period.
- **Functional and Personal Communicator:** Patient and clear communicator with the ability to remain calm in difficult situations. Experienced mediator, able to manage complex interpersonal dynamics including multi-cultural relationships while focusing on inclusivity. Works well with all levels of teams while communicating strategies, goals, and initiatives. **Example:** Conceived and implemented a communication program consisting of standardized daily briefings, monthly one-on-ones, as well as zone and department meetings for exempt and hourly staff. **Results:** Created a team atmosphere, increased morale, improved transparency, and decreased complaints based on data tracking over a three year period.
- **Revenue Generator:** Through strategic analysis, increased profits via feasibility studies. A change agent never satisfied with the status quo. Used a systematic fact-based approach for change, always in search of improvement and growth. **Example:** Developed a comprehensive labor tracking system used to monitor and evaluate efficiency of staff and forecast future FTE needs. **Results:** Maximized efficiency of labor and profits while continuing to maintain exceptional guest services.
- **Entrepreneur:** **Example:** Successfully conceived, developed, and operated multiple companies including nonprofit services, real estate development, business consulting, and culinary/event management operations beginning in 2009. **Results:** Provided nonprofit services to over 1,000 children. Developed branding plans, training initiatives, and revenue generator analysis services which decreased turnover by approximately one-third and maximized profits. Directed private parties serving up to 200 guests generating up to \$15,000 in revenue and public events serving up to 1,000 attendees.

PROFESSIONAL EXPERIENCE

Assistant Housekeeping Manager: Washington University in St. Louis, 2012 – present

- Manage housekeeping department services for residential life housing facilities. Directly responsible for leading the Office of Residential Life's housekeeping staff consisting of more than 70 exempt and hourly employees. Responsible for providing services to over 4,000 students, staff, and faculty who reside in 31 on-campus residence halls and 12 off-campus apartment facilities with a budget greater than \$4,000,000. Additionally, oversaw cleaning services provided to Bon Appetit Dining Services, the First Year Center, Student Technology Services, University Police, as well as Summer Programs and Conference Services.
- Partner with a myriad of internal contacts including: Residential Life senior and central staff, Residential College Directors, Campus Life Event Management Services, Bon Appetit Dining Services, Facilities Planning and Management, Environmental Health and Safety, Parking and Transportation, Human Resources employee relations, Worker's Compensation, Sustainability, as well as external contacts including contractors, vendors, and architects.
- Manage administrative needs including: Payroll, Scheduling, Budgeting, and Benefits such as Family Medical Leave and Worker's Compensation as well as facilitated Hiring, Training, and Evaluations.

STL MoDERN LIVING, Owner, Operator, 2015 – 2020

- Conducted feasibility studies, site analysis, acquisitions, sales, property remodeling and development, interviewed and background checked renters, maintained occupancy, and oversaw day-to-day operations of five properties in St. Louis.
- Created and oversaw the budget, expenses, and reinvested profits while also performing many of the maintenance duties for each unit. Developed renter marketing strategies, interviewed, selected, and managed up to 16 renters at once while maintaining an occupancy rate of 97% over a five year period.

Assistant Operations Manager: Four Season Hotel, Mandarin Oriental Hotel & Spa, W Hotel, Ameristar Casino Resort & Spa, 2000 – 2012

- Each brand is a market leader in their industry segment. Honors include the prestigious Relais & Chateaux designation as well as the AAA 5 Diamond and Mobile 5 Star Service Hotel and Spa Awards.
- Supervised property operations and monitored compliance with all policies, standards, and procedures. Ensured quality and standards met the expectations of guests on a daily basis. Oversaw administrative duties including payroll, supply management, budgeting, and employee benefit and wellness opportunities.
- Initiated and developed training programs, policies, and procedures. Responsible for the planning and implementation of additional projects as assigned by senior management. Assisted a team of management for high-profile events including dignitaries, celebrities, and other large conferences often generating revenue over \$500,000.

NONPROFIT EXPERIENCE

STL Food Factory, Founder, 2009 – 2019

- 501(c)(3) Nonprofit organization founded in 2009 offered free gardening and cooking classes throughout the St. Louis region.
- Mission: Unite kids through food, culture, and education! Objective: Provide a fun and safe environment for children to grow vegetables, cook food, and share meals together as a team.
- Provided resources and opportunities for children to garden and cook as well as offered other life skills to youth in the St. Louis community. Used food as a teaching tool to cook nutritious meals while learning about cultures from around the world.

U-City Family Church, Youth Ministry Volunteer, 2016 – present

- Children's Ministry team: Provides support, leadership, and educational teaching services to nursery up to elementary age children.

Children's Hospital, Cancer Center Volunteer, 2006 – 2010

- Bedside Buddy: Provided comfort and distraction to patients through reading and play.

EDUCATION

- **Doctorate** in Instructional Leadership, Emphasis in Administration
Lindenwood University – Saint Charles, Missouri
- **Master of Science** in Hospitality and Tourism Management
Florida International University – Miami, Florida
- **Bachelor of Arts** in Business Administration
Lindenwood University – Saint Charles, Missouri