

PETER G. McDERMOTT

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Dallas/Fort Worth Metroplex • Virtual/Remote

www.petergmdermott.com

DIGITALLY-MINDED STRATEGY LEADER

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Strategic Planner • Project Manager • Customer Success Manager • Discipline Leader • Business Consultant
Stakeholder Engagement • Virtual Collaboration • Design Thinking • Remote Work • Navigating Ambiguity
Led Data Strategy • Solved Business Needs with Technology • Pioneered Knowledge Management Platform
Living the Vision Award 2017 • 3x Key Performer Award • Featured by Microsoft for Workplace Innovation

WORK EXPERIENCE

Marriott International, Bethesda, MD (Virtual/Remote) 2017 – present

Consumer Operations, The Americas (North America, Caribbean, and Latin America)

Manager, Strategic Planning & Special Consulting Initiatives Dec 2018 – present

- Produced immersive mixed reality simulation experience for the acceleration of revenue performance at upcoming bi-annual emerging leaders conference (~\$1.5M project, on budget)
- Created data strategy for 8,000 continent leaders and associates in sales, marketing, and revenue management
- Grew relationships with over 30 key executives to complete current state analysis of data as an asset
- Designed/facilitated virtual strategic planning workshops for 6 continent Data Analytics leaders saving well over \$30,000 in estimated travel, lodging, and meeting costs
- Developed organizational Points-of-View on existing and future technology investments for topline executives
- Compiled industry and academic research for Remote Work lab series to prepare continent leaders and establish remote working culture of 5,000 workers across the continent one year before COVID-19
- Facilitated Marriott Global University sales workshop, empowering a graduate to book \$225K during need time
- Influenced shipment of UI/UX improvements to over 200M Microsoft SharePoint users globally
- Implemented new social collaboration platform across team of 30+ business advisors, streamlining communication across teams and projects while saving countless hours of lost productivity

Sales Specialist Leader (Consulting Task Force) May 2017 – Dec 2018

Promoted from previous regional role to support continent level integration with Starwood Hotels

- Optimized end-user technology transition projects for over 1,500 topline associates serving responsible for \$9.5B of revenue over 2,100 hotels in US, Canada, Caribbean and Latin America following the integration of Starwood Hotels and representing over \$23M in cost savings
- Orchestrated inbound phone routing logic for over 100 Starwood hotels for Marriott's regional sales force
- Led 16 US Sales transformation sustainment initiatives for over 700 hotels
- Delivered off-site senior leader workshop which led to a 15% improvement in timely RFP responses

Marriott International, Plano, TX 2014-2017

Quickly promoted within South Central Group Sales Office

Sales Office Specialist Jan 2016 – May 2017

- Pioneered Sales Information Portal knowledge management platform initially used in select regions across the United States and Canada, which was featured by a \$1.4T technology company in a web video advertisement

- Saved \$192,000 annually by leading North American VOIP system adoption for remote-based sellers
- Mentored and trained 12 new Sales Managers, several of whom have been promoted within the organization
- Streamlined misdirected call and select business evaluation processes with cloud technology, allowing leaders to leverage data to correct property-level call handling and more quickly respond to RFPs for select service hotels

Regional Group Sales Manager

Apr 2014 – Jan 2016

Expanded career by transitioning from property-level service to above-property sales

- Achieved Event Satisfaction Survey top box score of 78.3%, surpassing goal by 23.3%
- Generated \$2.3M in second year sales, achieving 118% to goal

Gaylord Entertainment Company (later Marriott International), Nashville, TN

2010 – 2014

Promoted at Gaylord Opryland Resort & Convention Center during integration with Marriott International

Executive Meetings Manager

Aug 2013 – Apr 2014

- Quickly became post-integration CRM Subject Matter Expert for team of 12 managers
- Consistently achieved Catering revenue goals for meetings with up to 300 rooms on peak

Show Floor/Security Sales Manager

Oct 2010 – Aug 2013

- Established \$1M+ additional annual revenue by focusing on sale of security, medical, and fire services
- Improved Event Satisfaction Survey Scores to 68.8% by assisting all clients with security and safety needs

Marriott International, Nashville, TN

2006 – 2010

Promoted within Renaissance Nashville Hotel

Officer > Supervisor > Assistant Director of Loss Prevention

Mar 2006 – Oct 2010

- Improved Associate Engagement score to over 90% while learning all facets of hotel operations
- Directed digitization of multi-camera CCTV system for 31-story mixed use 673-room hotel in urban setting

EDUCATION

Western Governors University

2019

Master of Business Administration

- Capstone Excellence Award (95% percentile)

Western Governors University

2015-2017

BS, Business – Marketing Management

University of Tennessee, Knoxville

2003-2004

Journalism & Electronic Media Coursework

- Informed over 25,000 students, faculty, and staff with stories of breaking news as a writer for The Daily Beacon
- Empowered numerous students and faculty with emerging technology as a Student Technology Advisor

CERTIFICATIONS, PERSONAL, TECHNOLOGIES, KEYWORDS



Project+ Certified, SmartSheet Certified, Advanced Trainer/Facilitator, Public Speaker, Podcast Host, Blogger, Storyteller, Traveler, Microsoft Office365, WordPress, Microsoft Teams, Slack, Adobe Creative Suite, Visio, PowerPoint, Outlook, Excel, Word, OneNote, Access, Publisher, G Suite, Google Docs, Zoom, Skype, SharePoint, Microsoft Project, Trello, CI/TY, Oracle, HTML, SEO, UI/UX, End-User Technology, Data Visualization