JULIAN GOMEZ

 Mobile: 266-666-6429 Email: jgemini1969@gmail.com Skype: julian.gomez0304

**PROFILE SUMMARY:**

I am eligible to work in Canada (Open Work Permit). Highly experienced executive who can lead diverse teams of professionals to new levels of success in a variety of fast- paced environments. Strong business qualifications with more than 30 years of hands-on experience in conceptualisation of concepts, pre-opening, strategic and operations management, business development, project and change management, revenue and sales and marketing. Strong work ethic and approach all tasks with 'bottom to top approach' keeping all elements of teamwork and strategy.

**SKILLS:**

* Business Development  Strategic Management  People Management
* Hotel Management  Operations Management  Project Management
* F&B Management  Sales and Marketing  Change Management
* Conceptualisation & Branding  Financial Management  Revenue Management
* Pre-Opening & Positioning  Learning and Development  Organisational Policies

**PROFESSIONAL EXPERIENCE:**

 ***Mar 2021 – Present REGIONAL DIRECTOR OF OPERATIONS (ASIA-PACIFIC)***

 ***HEGLOBAL LLP –*** *SINGAPORE*

HEGLOBAL is an emerging next generation leader in international educational services by assisting students from

 Vietnam, Thailand, India, Nepal, Myanmar and Cambodia, study in Universities and Colleges in the United

 Kingdom, Australia, Singapore and the United States.

Establish agencies in Southeast Asian countries for recruitment of students

 Recruit and train teams to manage the agencies

 Conceptualize, plan, and execute print media and digital marketing campaigns

 Responsible for the overall performance of the agencies

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 ***Oct 2020 to Mar 2021 ADJUNCT LECTURER***

 ***EAST ASIA INSTITUTE OF MANAGEMENT –*** *SINGAPORE*

Premier private Education Institutions (PEIs) in Singapore, offering a comprehensive suite of undergraduate and postgraduate programmes across major disciplines. In addition to Diploma and Advanced Diploma programmes, EAIM collaborates with 4 universities from the UK – Queen Margaret University, Edinburgh Business School (Heriot-Watt University), De Montfort University and Aston University to offer Bachelor's and Master's Degree programmes.

 Diploma Programmes - Principles of Management

Accommodation Management

Dietary Hygiene & Practicum

Digital Marketing

Supervisory Skills

 Advanced Diploma - Housekeeping Management

 Programmes - Food & Beverage Management

Organisational Behaviour

Managerial Skills

***Jul 2019 to Oct 2020 DIRECTOR OF OPERATIONS /***

## GENERAL MANAGER – PRE-OPENING ZEALAX HOTEL & RESIDENCE

***TW Group –*** *Yangon, Myanmar*

 Zealax Hotel & Residence is a brand new 5 Stars, 225 rooms property in Yangon, Myanmar by TW Group of Companies in

 Myanmar, known for a diverse range of businesses ranging from Manufacturing, Construction, Hotels, FMCG, Automobiles

 and Entertainment.

Lead the Pre-Opening Team for another 3 New Integrated Resorts in Myanmar

Oversee the planning and implementation of Phase 2 of Zealax Hotel & Residence

Responsible for the Entire Pre-Opening of the Hotel

Conceptualisation and Execution of Hotel Concept

Determined the Hotel's Mission, Vision, Core Values, Strategic Direction & Positioning

Pre-Opening & Annual Budget Planning & Forecast

Annual Sales Revenue Planning & Forecast

Procurement of Hotel Operating Equipment & Technological Programs

Creation of Hotel Policies, Procedures, JDs, KPIs

Recruitment of Key Heads of Departments & Deputies

Implemented Immersive / Projection Mapping; First Hotel in S.E.A. to offer as permanent feature.

***Sep 2017 to Oct 2018 GROUP GENERAL MANAGER***

## PEGASUS HOTEL AND GALLOP RESORT

***Pegasus Hotel Holdings –*** *Singapore*

Pegasus Hotel and Gallop Resort are a chain of home-grown boutique hotels fast expanding in Singapore and Indonesia.

Responsible for the operations, room and catering sales and marketing and talent development

Set policies and procedures for the entire organisation

Determined the company's mission and strategic direction

Plays a decisive role in acquisition of new properties in Singapore and Indonesia

***Aug 2016 to Aug 2017 GROUP DIRECTOR OF HOTEL OPERATIONS / FOOD AND***

## BEVERAGE / GENERAL MANAGER HTOO HOSPITALITY

***Htoo Group of Companies*** *– Yangon, Myanmar*

Htoo Group, the largest local conglomerate in Myanmar, spanning over 72 businesses. Owns 16 hotels and resorts and currently developing an entire island resort in the Myeik Archipelago.

Responsible for the operations of all 16 hotels, including food and beverage, sales and marketing and rooms

Determined the company's mission and strategic direction through policies which are met through the

effective management of human, financial and material resources

Prepared Annual Budgets and Capex for all 16 hotels

# Achievement:

 Managed a total of 1200 rooms for 16 properties

 Successfully hosted dignitaries like Daw Aung San Suu Syi (Bagan), Queen of Bhutan (Bagan), Chief Executive of Hong Kong

 (Yangon) and the Prince of Brunei (Naypyidaw and Inle Lake)

 Planned and hosted Myanmar’s 1st Chef’s Competition comprising of 16 teams from various parts of Myanmar in

 Kandawgyi Palace Hotel

 Led the teams in organising Joss Stone Concert, One Championship Event and Heineken Armin Van Buuren Concert

 ***Aug 2015 to Aug 2016 CHIEF OPERATING OFFICER***

## APEX HOSPITALITY GROUP CO.

***Htoo Group of Companies*** *– Yangon, Myanmar*

Apex Hospitality Group, a Holding Company which comprised of Operations, Finance, Human Capital, Administration, Sales and Marketing.

 Oversaw the entire operations of all 3 Organizations in Myanmar

 Pre-opening of Tony Roma's Restaurants and Harry’s Bar and Restaurant

 Negotiated Franchises and Introduced International Food and Beverage Brands

 Negotiated Sole Distribution Rights for Premium Meat Products from Australia, Thailand and USA

 Imported Premium Wines from Chile, Australia and USA

 Formulated SOPs and KPIs for Retail, Wholesale, Restaurants and Kitchens

# Achievement:

Brought Harry’s Bar Franchise from Singapore to Yangon. Most successful Franchise Brand in Yangon to date – ROI of US$800,000 in 3 Months (Mar – June 2016)

***Aug 2013 to Aug 2015 GROUP OPERATIONS MANAGER***

***Merchants Wine Cellars and Stores*** *– Singapore*

Merchants, Chain of Wine Bistros, Restaurants, Retail Outlets and Distribution Network in Singapore, representing 48 Vineyards from Australia and New Zealand.

Catering and Retail Sales, Operations, Human Capital and Payroll

Procurement and Training

Pre-Opening, Planning and Execution

# Achievement:

Played a leadership role in attaining first-in-market status by capturing 3.5% market share from the largest

 competitor and establishing brand loyalty among a key demographic.

***Jan 2010 to Jul 2013 DIRECTOR OF OPERATIONS***

***Chocolate Kaki LLP / Sdn. Bhd -*** *Singapore / Malaysia*

Chocolate Kaki has been operating in Singapore since 2010 as a leading Chocolate Making School.

 Planned and set up of Chocolate Kaki in Singapore and Kuala Lumpur

 Formulated training programs for children, adults, homemakers and corporate clients

 Provided business solutions for entrepreneurs

 Formulated retail and catering sales and marketing strategies via media and social networks

 Provided NGOs with skill-based platforms to assist their beneficiaries in re-skilling

 Provided platforms for Corporate Entities to synergise a cohesive work environment

# Achievement:

 Reduced overhead by as much as 60% and enabled a more flexible and responsive business model

***Jan 1996 to Dec 2009 HOSPITALITY DIRECTOR***

***Q.E.P. Management, Asia Pacific*** *– Singapore / China*

QEP Management, Consulting and Task Force for the Hospitality Industry. Consultants exclusively focused on hotels, resorts, restaurants and related hospitality

 Property Restructuring and Contract Negotiations

 Owner Relations and Strategic Planning

 Profit and Loss Management and Cost Reduction

 Sales and Marketing and Policy Development

# Achievement:

Transitioned the company from a net loss to a gain position of $42M and addressed overspending by leading company-wide change management policy shifts and transforming the culture from one of unchecked spending to one of fiscal restraint.

***Jan 1992 to Dec 1995 REGIONAL DIRECTOR OF FOOD AND BEVERAGE***

***Oberoi Hotels Group –*** *Asia Pacific*

The Oberoi Group, founded in 1934, operates 34 hotels in six countries. The Group is also engaged in flight catering, airport restaurants, travel and tour services, car rentals and corporate air charters.

 Responsible for 16 Restaurants in Singapore and 10 Restaurants in Kuala Lumpur

 Catering Sales and Marketing, Menu Design and Re-Engineering

 Logistics of all outlets, catering and banquet

 Directed the opening and management of ten new restaurants, bars, banquet and delis in Subang Airport

 Set KPI’s, CAPEX and forecasted annual revenue budgets

# Achievement:

Increased the total revenue for Oberoi Singapore by delivering $3M in operational cost savings and

 improved commercial decision support by consolidating central procurement.



***Jan 1991 to Dec 1991 FOOD AND BEVERAGE MANAGER***

***Marketing Institute of Singapore –*** *Singapore*

Founded in 1973, the Marketing Institute of Singapore (MIS), a not-for-profit organisation, is the National Body for Sales and Marketing

 Managed Food and Beverage operations and catering sales within operational budget guidelines.

 Maintained club members satisfaction

 Ensured Health and Safety Regulations are met

 Led Food and Beverage Team by recruiting and training talented individuals

 Established schedules, policies, and procedures

 Managed club events, catering, banquet and maintained monthly inventory

 Problem solving, event planning, management

 Menu Design and Re-Engineering

 Logistics of all dining outlets, catering and banquet facilities



***Jan 1990 to Dec 1990 FOOD AND BEVERAGE TRAINER***

***SHATEC Institutes –*** *Singapore*

Established since 1983 by the Singapore Hotel Association, **SHATEC** is the premier school of hospitality in Asia for aspiring Chefs and Hotel Professionals

Trained SHATEC students in Food and Beverage Operations, which included Café, Restaurant, Banquet, Catering, Stewarding and Bar operations. Selected by SHATEC to assist the Marketing Institute of Singapore with the initial planning, setup and operation of their “Executive Club”.

**EDUCATION:**

* + **Master of Business Administration**, Cardiff Metropolitan University, UK 2020
	+ **Diploma in Leadership and People Management**, Capelle Academy, Singapore 2018
	+ **Certificate in Food and Beverage Operations**, SHATEC Institutes, Singapore 1989

**PROFESSIONAL AFFILIATION:**

* + **Chaîne des Rôtisseurs Birmanie**
	+ **The Ordre Mondial des Gourmets Dégustateurs (OMGD)**

Association Mondiale de la Gastronomie Membership rank: Maître Hotelier, since 2017 Website: https://[www.chainedesrotisseurs.com/](http://www.chainedesrotisseurs.com/)