

# Cherrica Dredde

**The Professional, Self Motivated, Enthusiastic, Fast Learner, and Dedicated Person You Want Working For You.**

San Antonio, TX 78253

[cherricawilliams@yahoo.com](mailto:cherricawilliams@yahoo.com)

+1 210 906 7202

Experienced in the hospitality industry since 2004

Experienced in Supervisory\Hotel Management since 2007

Master Degree in Health Services Management

Bachelors Degree in Community Health

Associates Degree in Office Professional

I love learning, I love working with people, and I love a challenge

Authorized to work in the US for any employer

## Work Experience

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### **Assistant General Manager**

DRURY INN & SUITES - AIRPORT - San Antonio, TX

January 2010 to August 2020

### **Assistant General Manager**

Staybridge Suites - Airport (Owned byDrury Hotels) - San Antonio, TX

2015 to March 2019

#### Responsibilities

- Acting GM when boss is absent
- In charge of accounts receivable and accounts payable
- Responsible for all front of the house and back of the house operations
- Revenue Management
- Budget Management
- Training Front Desk Employees
- Interviewing
- Room Inspections

#### Accomplishments

Exceeded budget by \$100,000 for year 2014

From September 2013 - May 2015 the hotel increased in ranking from 38 to 17. We are considered an Elite hotel.

Quality Excellence Award Winner in 2015

Torchbearer Award Winner in 2016

Torchbearer Award Winner in 2017

#### Skills Used

Management, Accounting, Communication, Ability to multi-task, Patience, etc

### **Front Office Manager**

Drury Inn & Suites - San Antonio, TX  
January 2008 to 2010

### **Guest Service Supervisor**

Drury Inn & Suites - San Antonio, TX  
August 2007 to 2008

### **Health Care Marketing Intern**

Methodist Hospital - San Antonio, TX  
January 2007 to May 2007

Assisted in health fairs, and putting together Cancer Patient website for the Methodist Children's Hospital

Involved in coordinating meetings for doctors and formal events

### **Guest Service Agent**

Drury Inn & Suites - San Antonio, TX  
May 2006 to 2007

- Making sure the hotel is running smoothly
- Hiring staff
- Making sure we meet budget
- Supervising the front desk, kitchen, van, maintenance, and housekeeping department
- Submitting payroll
- Handling major customer complaints
- Acting as the General Manager when the boss is off • Maintaining liquor inventory
- Placing food orders
- Completing daily audit packets
- Handling billing issues
- Completing deposits and taking them to the bank
- Training of front desk staff
- Making the front desk schedule
- Completing some duties similar to guest service agent
- Checking guests in and out of the hotel
- Assigning rooms
- Completing shift paperwork
- Granting guests requests
- Setting wake up calls
- Being courteous and friendly to guests at all times
- Cleaning the front desk area
- Answering phone calls
- Handling cash

### **Guest Service Representative**

RED ROOF INN - San Antonio, TX  
February 2004 to April 2006

Daily cash count, bank deposit and review of audit packages

Open and close shift; make cash drops

Make wake-up calls

Conduct guest courtesy calls and respond as necessary  
Handle guest concerns and complaints  
Take appropriate steps to maintain inn security and safety  
Check guests in and out  
Ensure guest comfort and satisfaction and process hospitality adjustments if necessary  
Operate front desk computer system  
Make, change, and monitor reservations

### **Office Professional Assistant**

DOW Chemical - Old Ocean, TX  
August 2001 to December 2003

- Info mapped procedures
- Filed documents
- Planned / Organized company events
- Data Entry

## Education

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### **Masters in Health Services Management**

ARGOSY UNIVERSITY  
2009 to 2012

### **Bachelors in Community Health**

UNIVERSITY OF TEXAS @ SAN ANTONIO - San Antonio, TX  
January 2004 to May 2007

### **Associates in Office Professional**

BRAZOSPORT COLLEGE - Lake Jackson, TX  
May 2001 to December 2003

## Skills

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- Management, Customer Service, Accounts Receivable, Organizational, Accounts Payable, Budget Planning, Cash Handling, Interpersonal Communication, Inventory, Telephone Skills,
- Microsoft Excel
- English
- Microsoft Word
- Microsoft Powerpoint
- Typing
- Customer support
- Guest Services
- Office Management
- Management
- Interviewing
- Clerical experience

- Google Docs
- Revenue Management
- Microsoft Outlook
- Experience with children
- Recruiting
- Hotel experience
- Leadership
- QuickBooks
- Workday
- Calendar management
- Sales
- Microsoft Office
- Front Desk
- Training & Development
- Payroll
- Organizational Skills
- Human Resources

## Awards

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### **Quality Excellence Winner**

December 2015

### **Torchbearer Award Winner**

December 2016

### **Torchbearer Award Winner**

December 2017

## Certifications and Licenses

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### **Notary Public**

January 2021 to January 2025

## Publications

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### **Autism Looks Good On Me**

<https://www.barnesandnoble.com/w/autism-looks-good-on-me-cherrica-dredden/1139730591?ean=9780578891392>

April 2021

Learn about Autism Spectrum Disorder through the eyes of a 4 year old boy named RJ. The purpose of this book is to raise awareness about Autism and to teach children that it's ok to be different. Being different is what makes us all unique and no one should be treated poorly because of who they are

or how they were born. This book was also written to let children on the spectrum know that they are amazing individuals and have family and friends who love them very much.

## Additional Information

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References available upon request