

KARINA ADDARI, PhD, PMP.

CURRICULUM VITAE

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CORE COMPETENCIES

International guest-focused professional with 21 years of experience in managing projects and operations in hospitality, strategic sourcing, and integration management, delivering high performance through improvements in people productivity and technology solutions. Experience managing hotels and restaurants operations. Accountable for \$90 million in P&L responsibility, turning business strategies into specific growth metrics on market share, delivery profit margins and EBITDA.

Servant leader skilled at establishing operational excellence, leading culturally diverse teams to enhance performance, improve quality and reduce costs. Professional who leads with authenticity, empowers and influence cross-functional and culturally diverse teams to do more and achieve more by embracing operational excellence. Project Management Professional and Lean Green Belt Six Sigma Certified. Fully bilingual English/Spanish with knowledge of Italian and Portuguese. Multiple citizenship: USA, Italy, and Venezuela. Open to travel and relocate domestic and international for the right opportunity.

- Hospitality Management
- Supply Chain Management
- Program / Project Management
- Global Markets / Operations Excellence
- Supplier/ Client Relationship Management
- Strategic Sourcing / Contract Negotiations
- Risk Management and Business Continuity
- P&L/ Financial Management
- Continuous Improvement Principles
- Mentoring / Leadership Development

KEY ACCOMPLISHMENTS

- **Managed multiple construction projects for the hospitality industry** resulted in on-time/on-budget delivery of five commercial kitchens, two full-size restaurants (278/300 seats), one bakery, one fast-food outlet, one concession stand, one full-service bar, and 30,000 sq. ft. of banquet facility for a brand new 398-room indoor water park resort.
- **Hired, trained and managed a team of 275 service professionals** to handle operations in food and beverage for a new 398-room indoor water park resort in the Pacific Northwest.
- **Negotiated contracts** and manage the food supply chain to improve profit margin by keeping cost of goods sold below 29% and improve overall operating expenses keeping them below 30%, saving \$1.2 million after grand opening and on the first year of operations.
- **Created a sustainable supply base optimization** based on supplier performance, by renegotiating price, quality, and delivery guarantees for 58 corporate contracts and by implementing just in time process that generated cumulative savings of \$1.9 million over a 2-year period.
- **Planned and executed the implementation of a new inventory system** reducing variances by 18% and generating savings of \$1.5 million within the first opening year.
- **Launched Lean Six Sigma initiative** resulted in a 78% reduction in customer credit notes and rebills generating \$300,000 savings over a 5-year period.
- **Designed and implemented** a resort-wide composting program recycling approximately 80 tons of food waste a year obtaining Green Seal Certification for eleven resorts nationwide.

PROFESSIONAL EXPERIENCE

H&R BLOCK - KANSAS CITY, MO

04/2015 – Present

World's largest tax service provider with approximately 12,000 company-owned and franchise retail location in all 50 states, Puerto Rico, and U.S. military bases around the world.

Program Manager

- Develop global sourcing strategies and identified savings opportunities of \$800,000 and 80 labor hours by migrating 68 Settlement & Compliance and Tax Critical documents to electronic forms.
- Negotiated savings of \$55K by developing long-term partnerships with large national vendors based on standard operational service agreements and virtual classes platforms.
- Manage strategic sourcing, logistics, and distribution of all training and operational materials for H&R Block's 10,000+ Company and Franchise operations.
- Manage a group of related projects, subprograms, and program activities through sourcing and procurement deployment cycles for retail network.
- Manage business owners and teams through project management, vendor execution, and field sourcing support to ensure consistent quality and cost-effective performance.

PIROPOS RESTAURANT - KANSAS CITY, MO

09/2012 – 10/2014

*Upscale fine dining restaurant offering a cosmopolitan menu with a touch of Spanish, Italian, and French cuisine.***Business Consultant**

- Conducted market research and developed strategies to reposition and rebrand the restaurant concept, resulting in 30% increase in annual revenue.
- Drove the implementation of a new cash flow procedure and negotiated new contracts resulting in consolidated purchases and 25% savings in annual operating costs.
- Designed and implemented Service Standards Training Program to certified service professionals achieving 95% in food safety, quality of service, and increase guest check average by 15%.

WIRECO WORLD GROUP - KANSAS CITY, MO

05/2012 – 04/2015

*Global market leader in manufacturing, engineering, and distribution of wire, wire rope, and synthetic rope with nearly \$1 billion annual revenue, 24 manufacturing sites in 10 countries, serving customers in 122 countries.***International Logistics Project Manager**

- Drove the implementation of global import/export procedures resulted in improving productivity by 11% and savings \$1.2 million in annual operating costs.
- Planned and executed the implementation of a new global Transportation Management System (TMS) for North America, Mexico, Germany, Poland, Portugal, and Netherlands with associated savings of \$3.6 million.
- Managed operations and served as a liaison between global manufacturing facilities in Portugal, Germany, and Poland and customers in Mexico, Canada and USA.
- Managed the execution of denied party screens for all export/import customers and their bank institutions.
- Expedited customer's requests on new/customized products, decreasing response time from 1 week to 3 days on domestic and international quotes.

GREAT WOLF LODGE RESORTS – GRAND MOUND, WA & KANSAS CITY, KS

12/2007 – 05/2012

*Largest family of indoor water park resorts feature 300 to 600 rooms all-suite properties offering a variety of room styles, arcade/game rooms, fitness centers, themed restaurants, spas, supervised children activities and other amenities.***General Manager 03/2010 – 05/2012 / Director of Food & Beverage, 09/2007 – 03/2010**

- Directed strategic planning and budgeting initiatives with decision-making authority over 314 employees in Food & Beverage, Retail, Guest Services, Housekeeping, Finance, and Human Resources.
- Managed the pre-opening construction-phase to on-schedule opening of the food and beverage operation for a 398-room large indoor water park resort by hiring, training and leading an initial team of 275 employees.
- Maximized profitability exceeding Gross Operating Profit (GOP) goal by 105%, increased RevPAR by 10% and generated \$9 million increase in EBITDA for a \$90 million resort operation.
- Managed several large capital projects valued up to \$2.5 million including water park new attraction, Triple Twist®
- Maintained an average per-unit operating cost of 9.7%, below the corporate standard of 11%, by managing retail, food and beverage operation, monitoring purchasing orders, ensure accurate billing and focusing on labor costs.
- Directed process improvement projects and defined key performance indicators in customer's satisfaction, contractor's execution, and hospitality operation resulted in the implementation of nation-wide service standards for the resort chain.

THE BILTMORE HOTEL – CORAL GABLES, FL

07/2005 – 11/2007

*Four Diamond Luxury Hotel featuring 275 guest rooms and Mediterranean styled suites, 18-hole golf course, 10 lighted tennis court, 3 upscale fine dining restaurants, Spa, Culinary Academy and 75,000 sq. ft. of function space.***Director of Operations**

- Managed operations of three fine dine restaurants (350/298/128 seats), two full-service bar, high-end culinary events, and room service with annual revenues of \$21 million.
- Reduced turnover by 9% by implementing employee retention programs, and operational standards.
- Designed and implemented a web-based reservation system which increased reservations by 35% and connected hotel venues with local culinary marketing initiatives.
- Drove the implementation of a new cash flow procedure and negotiated new contracts resulting in consolidated purchases and 25% savings in annual operating costs.
- Managed projects in process optimization, productivity improvement and quality management resulted in saving of \$250,000 in annual operating costs.

THE WALT DISNEY COMPANY – ORLANDO, FL

02/1996 – 07/2005

Global leader in high-quality family entertainment with business segments in media networks, parks and resorts, studio entertainment, consumer products, interactive media, and innovative technology.

Guest Service Manager, 05/1999 – 07/2005 / Project Coordinator, 02/1996 – 05/1999

- Managed global logistics projects for Disney Consumer Products Latin America resulting in 35% improvement on lead times and on-time delivery.
- Directed operations for a full-service restaurant (270 seats), 2 full-service bars, and 3 food concessions with \$17 million in P&L responsibility, increasing gross revenue by improving guest satisfaction scores from 82% to 97%.
- Managed operations by responding to customer requests, licensees' concerns, manufacturer's communication and financial liabilities on orders, stock availability, deliveries and quotes.
- Drove implementation of a new artwork submission and creative approval process decreasing lead time from 5 to 3 days.
- Served as a liaison between Disney's manufacturers in Hong Kong, China and Shangri La and Disney's Licenses in Latin America for apparel, home furnishing, and toy categories.
- Managed International Media Events hosting 320 travel writers from Canada, Latin America, Europe, and UK.

ACADEMIC ROLES

UNIVERSITY OF KANSAS - **Adjunct Professor – KU School of Engineering**

12/ 2016 - Present

Graduate Courses:

- Project Risk Management (PMGT823)
- Project Management Fundamentals I (PMGT816)
- Project Management Fundamentals III (PMGT 818)

AVILA UNIVERSITY - **Adjunct Professor – School of Professional Studies**

05/ 2017 - Present

Undergraduate Course

- Psychology of Communication (PY/HR 224)

EDUCATION

- PH.D., ORGANIZATIONAL LEADERSHIP, Capella University, 2014
- M.A., INTERNATIONAL BUSINESS, Webster University, 2005
- B.A., BUSINESS ADMINISTRATION MANAGEMENT, Webster University, 2002
- B.A., HOTEL MANAGEMENT, Simon Bolivar University, 1991

PROFESSIONAL CERTIFICATIONS

- PROJECT MANAGEMENT PROFESSIONAL (PMP), Project Management Institute, 2015
- SIX SIGMA GREEN BELT Certification, WireCo, Lean Implementer, 2015

TECHNICAL PROFICIENCY

MS OFFICE SUITE • MS PROJECT • ERP • SAP • JD EDWARDS • COUPA • SALESFORCE • SHAREPOINT • PEOPLESOFT
MICROS POS • ALOHA POS • CRS CENTRAL RESERVATIONS SYSTEM

PERSONAL INTEREST

INTERNATIONAL BUSINESS • GLOBAL MARKETS • BUSINESS PROCESS MAPPING • VALUE STREAM PROCESS MAPPING
EMOTIONAL INTELLIGENCE • DIVERSITY • COACHING & MENTORING • SERVANT LEADERSHIP • THE OCEAN