

TAYLOR B. OGUNLEYE, CHIA

Opelika, Alabama

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PROFESSIONAL EXPERIENCE

AUBURN UNIVERSITY – Auburn, Alabama

Lecturer, Horst Schulze School of Hospitality Management, January 2026 – present

- Courses with lab to be taught and overseen – Food Production and Service (HOSP 2400), Food and Beverage Management (HOSP 4300)

REALTIME RESERVATION – Remote

Client Success Associate, December 2024 – September 2025

- Manage ancillary revenue booking site for portfolio of 110+ hotels globally
- Act as main point of contact for all clients, with duties including but not limited to leading recurring calls to review property's revenue analysis and opportunities to enhance site, resolve technical issues, and escalate desired features to development team as a means of constant improvement
- Upsell existing clients on new products to maximize company revenue and increase client satisfaction through revenue boosting, operational efficiency, and new features

AUBURN MARRIOTT OPELIKA RESORT AND SPA AT GRAND NATIONAL – Opelika, Alabama

Recreation Manager, December 2020 – April 2021, July 2023 – December 2024

- Lead team of 20+ team members including recreation attendants and recreation supervisors
- Increased cabana revenue per occupied room by 15% annually by leveraging yield management and upselling
- Execute daily resort activities, calendar of events, group team building offerings
- Create added-value activities that are new to the Resort to enhance the guest experience

Rooms Inventory Manager, March 2022 – July 2023

- Responsible for the revenue management of the property, in conjunction with the Director of Revenue Management, with tasks including but not limited to, analyzing room inventory, rates, STR data, competitive set rate shop reports, and ultimately maximizing revenue by making decisions with the analyzed data
- OneYield Cloud, HPP, MRDW, MarRFP, EPIC experience

Group Housing Coordinator, May 2019 – December 2020

- Manage rooms only groups and coordinate directly with group contacts, assist sales team, and utilize online tools such as FSPMS, Marsha, and CI/TY
- Recognized with the Spirit to Serve Award by Marriott International

Front Office Agent, GXP Operator, October 2018 – May 2019

- Recognized as Associate of the Month in March 2019

THE HOTEL AT AUBURN UNIVERSITY – Auburn, Alabama

Front Desk Manager, April 2021 – March 2022

- Oversaw team of front desk agents, front desk supervisors, and reservation coordinators
- Opera Property Management System experience

SMOOTHIE KING – Auburn, Alabama

Assistant Manager, May 2018 – October 2018

- Promoted within two months to Assistant Manager by franchisee

- Guest service focused, leadership responsibilities such as scheduling and purchasing, worked operationally

EDUCATION

AUBURN UNIVERSITY – AUBURN, ALABAMA

Bachelor's Degree in Hotel and Restaurant Management, Minor in Business Administration, August 2016 – December 2020

Master's Degree in Hospitality Management, August 2023 – December 2025

ACHIEVEMENTS

- Certification in Hotel Industry Analytics (CHIA)
- Court of Master Sommeliers - Introductory Course successfully completed
- ServSafe – Manager Certified
- Auburn University Human Sciences Honor Society Kappa Omicron Nu
- Club Management Association of America, President of Auburn University chapter
- Auburn University Hospitality Internship Project Manager – Summer 2020
- CI/TY SFAWeb Reporting Rockstar Certification successfully completed