

Crystal Hollibaugh

Communications Manager • Las Vegas, NV • (814) 691-2984
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Hardworking, task-driven Communications Manager with 7+ years of office management and marketing/communications experience in large-scale luxury settings. Expert in communications and handling day-to-day administrative and operational procedures to achieve maximum operational impacts and boost department efficiency.

WORK EXPERIENCE

Treasure Island Hotel & Casino, Las Vegas, NV

Communications Manager

May 2023 - Present

- Create, execute and manage a comprehensive communications strategy designed to enhance employee engagement across multi-platform communication channels
- Conceptualize, design, and deploy copy, graphics, photography and videography for internal publications, company initiatives and training programs
- Plan, organize and implement internal employee events including craft fairs, wellness fairs, philanthropic opportunities, employee holiday parties and employee recognition events (Employee of the Month/Quarter, Supervisor in the Spotlight, Employee of the Year)
- Develop and execute new hire onboarding and orientation trainings

Excalibur Hotel & Casino, Las Vegas, NV

Assistant Bar Manager II

August 2022 – May 2023

- Managed assigned operation functions within the department and maintained consistency and alignment with department's strategic plan and vision
- Directed cost effective operations through labor management, scheduling, supervision of all services and inventory control
- Managed over 160 Beverage employees, performed employee evaluations and addressed employee concerns in accordance with company policies and procedures and the Collective Bargaining Agreement
- Communicated effectively with senior management, mid-level management and staff to fulfill and address issues or needs of guests and employees
- Coordinated purchase requisitions through Stratton Warren purchasing system and maintained inventory forms to meet business demands and keep COGs minimal
- Monitored and inspected 15 bars to maintain health and safety code compliance

The Mirage Hotel & Casino, Las Vegas, NV

Assistant Restaurant Manager II

August 2021 – August 2022

- Supervised floor service in two fast-paced casual dining restaurants, three pool bars and multiple internal bars during various hours of operation and special events
- Performed employee evaluations and addressed employee concerns in accordance with company policies and procedures and the Collective Bargaining Agreement
- Communicated effectively with senior management, mid-level management, chefs and staff to fulfill and address issues or needs of guests and employees

- Coordinated purchase requisitions through Stratton Warren purchasing system and maintained inventory forms to meet business demands and keep COGs minimal
- Monitored and inspected all outlets to maintain health and safety code compliance

Treasure Island Hotel & Casino, Las Vegas, NV

Executive Assistant for the Food & Beverage Division

May 2019 – September 2021

- Managed executive, director and manager schedules
- Organized and oversaw meetings, business meals, client dinners and various large events in casual dining and fine dining venues
- Answered phone inquiries, directed calls, assisted with guest concerns, reported concerns to management and provided basic company and venue information
- Transcribed memos and other important department documents, distributing them to the department and across property distribution channels as needed
- Assisted in conceptualizing, designing, proofreading/editing, printing and implementing food and beverage menus, promotions, advertisements and programs

Communications Specialist

October 2017 – May 2019

- Created, executed and managed a comprehensive communications strategy designed to enhance employee engagement across multi-platform communication channels
- Conceptualized, designed, and deployed copy, graphics, photography and videography for internal publications, company initiatives and training programs
- Planned, organized and implemented internal employee events including craft fairs, wellness fairs, philanthropic opportunities, employee holiday parties and employee recognition events (Employee of the Month/Quarter, Supervisor in the Spotlight, Employee of the Year)
- Developed and executed new hire onboarding and orientation trainings

EDUCATION

Bachelor of Arts in Journalism
University of Pittsburgh

2014

SKILLS

Office Management • Human Resources • File Management/Maintenance • Workday
Customer Service • Guest Relations • Internal and External Communications • Data Entry
Food and Beverage Management • Schedule/Calendar Management • Microsoft Office
Google Suite • Event Planning/Management • Digital/Social Media Marketing
Social Media Management/Networking • Graphic Design • Canva • Adobe Creative Suite
Content Creation/Management • Photography/Videography and Editing

LICENSES

ServSafe Manager Certification
Nevada Non-Gaming Sheriff's Card
Nevada Alcohol Awareness Card (TAM)
Southern Nevada Health District Food Handler's Card

Expires April 2027
Expires August 2026
Expires August 2025
Expires September 2024