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Strategic Communicator | Compassionate Marketer Cross-Functional Operator | Change Champion

"I believe service is an art form. It's problem-solving, leadership, and provision...with a whole lot of heart. I'm all about refining the connection between customers, service providers, and the service experience itself. And we do that by taking a closer look at every facet of the operation - from the front-of-house to the back-of-house - and ensuring they're integrated, complementary, and effective." -Keziah Calmese

Hey there!

My name is Keziah Calmese, and I was born into hospitality and raised on service.

I help businesses and organizations analyze processes and outcomes by looking at their service operation from the inside out. With a lifetime of management experience in hospitality, my work focuses on **shaping organizational culture** and **achieving customer-focused business goals** through **strategic stakeholder engagement; reflective servant leadership; and a systems-thinking approach to operational execution**. I'm a collaborative, engaged champion of teams and projects, with experience in **services marketing; communication; event planning; organizational leadership; and commercial food, hotel, and retail operations**. In the last 15 years, I've:

- Managed over 4 million square feet of catering sales and operations for two of the largest convention centers in America - the Las Vegas Convention Center and the Los Angeles Convention Center
- Led marketing, procurement, and product innovation for the third largest school district in America and the largest foodservice operation in Illinois - Chicago Public Schools - with over 2,500 employees serving over 75 million meals per year and an annual food & beverage revenue of almost \$200 million
- Worked at several levels of operations management for major hotel brands including Marriott, Sheraton, Best Western, and Wynn Resorts
- Provided strategic marketing and management consulting services for large urban school districts, commercial food manufacturers, and small businesses across the country
- Motivated and managed teams of up to 20 salaried managers with over 350 years of combined professional experience in the services industry
- Presented at tens of industry events and conferences as a speaker, workshop facilitator, and panelist sharing expertise in marketing, merchandising, consumer insights, and operational innovation

Armed with these experiences, a bachelor's degree from the **Hotel School at Cornell University**, a master's degree in Communications from **Northwestern University**, and an executive certificate in Brand Management from **Cornell's SC Johnson College of Business**...I've dedicated years of time, attention, and energy to living and breathing service excellence. I'm dedicated to leading my "brethren-in-service" through strategic planning, change, and operational excellence with compassion and enthusiasm. My work is committed to elevating service experiences for *everyone* involved, **optimizing the human connection between those we serve and those who serve**.

**THANK YOU FOR LEARNING ABOUT ME!
CLICK HERE TO VIEW MY RESUME.**

Keziah

