

**NIKKI ANNE KEPO'O (BORENGASSER)**

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**WORK EXPERIENCE**

HRG Technologies LLC / Hokukahu LLC [REDACTED] – Present

**Office Manager**

Oversee all Human Resources, Accounts Payables & Receivables, Executive Administrative Support to Business Owners and team members, Liason between Government contractors and project management,

GREAT DESTINATIONS, INC [REDACTED]

**Director of Operations / Business Management** [REDACTED]

Oversee all operations – Tour Reception, Contract Processing, Quality Assurance Manager, Marketing Dispatch Department, Inventory, Vendor Partnerships, Accounting, Payroll, Human Resources, Budgeting, Forecasting, Training, Recruiting, and Sales & Marketing Support

**Office Manager** [REDACTED]

Prepare all office documents, Human Resources, Liason between resort and company, assist sales and marketing in supporting documents, payroll processing, accounting, and contract processing which included QAM (Quality Assurance Manager), notary, and owner care

HILTON GRAND VACATIONS COMPANY [REDACTED]

**Executive Assistant to VP of Sales** [REDACTED]

Administrative duties for the Vice President of Sales – Domestic and International. Schedule meetings, create reports, support the sales division, assist on the APAC division for events and planning. Additionally work with departments that indirectly affected the sales and training processes.

**Business Coordinator / Premium Specialist** [REDACTED]

Process all invoices for marketing activity programs. Assist with verification of contracts, rates, terms and conditions of agreements. Process all Premium Inventory Control for Sales and Marketing. Work directly with all vendors regarding their invoicing and policies. Assist with additional bank reconciliations. Assist in producing policies and procedures of accounting tasks assigned to business management.

**Business Analyst** [REDACTED]

Complete all forecasting for the Waikoloa Timeshare division. Process multiple department payroll and bonus reports. Create policies and procedures for duties that are not available or modify and update existing policies. Assist in the preparation and structure of compensation plans for several departments. Review financials for their Waikoloa Sales and Marketing departments. Prepare and submit reports as deemed necessary by upper management.

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PACIFIC MONARCH RESORTS – Irvine, CA (CONTRACT)

**Acting Director of Yield Management** [REDACTED]

*Relocate and create policies and procedures for a newly growing Rental Program. Assist in the relationship building between departments in order to yield and manage all entities. Reforecast 2008 budget occupancy based upon trends, inventory, and season. Establish 2009 budget occupancy and assist in developer financials. Enhance pipeline and forecasting reporting to include additional detail to assist in the decision making process. Create all job descriptions and assist in the hiring and training of positions. Assist all partnerships with external wholesalers and resellers. Oversee the communication between Owner Services, Rental, Resort, and Vacation Ownership (inclusive of Marketing). Complete all month end reporting and forecast such as revenue income statements, occupancy, and compensation payout to management and agent staff (tiered by per booking scales, occupancy %, sales volume %, and overall production to reforecasted budget)*

PLEASANT HAWAIIAN HOLIDAYS – Honolulu, HI (CONTRACT)

**Infrastructure of Operations (Sales, Marketing, Customer Service)** [REDACTED]

*Created the following templates and structure to reporting and tracking: Proformas (utilized to justify any new programs), Flash Report (Daily tracking of production for desks, briefing, and customer service staff), Pipeline (Forecasting of current on the books and pick up or wash to budget to previous year), Narratives for End of Month reviews and Financials*

SUNTERRA CORPORATION – Las Vegas, NV [REDACTED]

**Director of Yield Management** [REDACTED]

*Oversee the efficiencies, productivity, and management for all departments immediately controlled by the developer. Manage all report functionalities in forecasting, budgeting, and financials (inclusive of employment hiring, termination, and retention). Approve certain financial expenses for the developer. Oversee any new programs introduced to enhance and/or improve for the developer (Systems, Partnerships, Departmental Processes). Oversee all below functionalities as well as absorb all responsibilities and duties of critical positions when team members are out of office, extended leave of absences. 12 Direct Reports, 80 Indirect Reports*

**National Inventory Yield Manager** [REDACTED]

*Assist the Vice President Inventory Yield Management in all decision making processes for any new programs, enhanced and/or improved procedures that would create higher efficiencies for inventory, revenue, occupancy, timeshare volume, and future partnerships. Oversee Rental Reservation Call Centers, Inventory Management for 20 properties, and Yield Management support to the Rental Sales & Marketing departments for US (Hawaii Included) and Caribbean. Support all Sales & Marketing efforts that pertained to inventory and clientele qualifications. Approve certain financial expenses for developer. Conduct and oversee any and all training pertinent to inventory, reservations, sales & marketing for all departments. 8 Direct Reports, 40 Indirect Reports*

**National Rental Coordination Manager** [REDACTED]

*Support to the Director of Space Management which entailed organization to the departments overseen by the department, such as, Inventory for 18 properties, rental reservations, and rental marketing for the US (excluding Hawaii) & Caribbean. Additionally, management of the rental reservation call centers (Florida & Las Vegas). Mid 2005, regional inventory control for California, Nevada, and Hawaii was added. 6 Direct Reports, 19 Indirect Reports*

EMBASSY VACATION RESORTS – Honolulu, HI [REDACTED]

**Sales & Marketing Administrative Assistant**

*Conduct contract maintenance, scheduling, meeting minutes, follow up action items, program policies, maintenance of files, and department expense monitoring. Position was later increased to support of all Regional Directors and Executive Management for Hawaii. The position administrated any functions approved by the Regional Team, Reports for budgets and forecasting, as well as the functions already conducted.*

ALAMO RENT A CAR – Honolulu, HI [REDACTED]

**Sales & Marketing Administrative Assistant**

*Administer all Hawaii Regional Sales & Marketing functions. Contracts, rates, reports, requests, meetings, summits, and communication between all inter departments.*

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## EDUCATION AND TRAINING

Hawaii Pacific University                      Travel Industry Management / Computer Science  
James B Castle High School                      High School Diploma

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## MEMBERSHIPS

HAWAII NEWBORN HEARING SCREENING BOARD MEMBER: 2013 - PRESENT  
MOTHERS AGAINST DRUNK DRIVING (MADD) MEMBER: 2001 – PRESENT  
CONCERNS OF POLICE SURVIVORS (COPS) MEMBER: 2001 – PRESENT

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## AWARDS AND CERTIFICATES

2006 ARDA Nomination – Administrative Manager/Team	2006
2006 Sunterra MVP	2006
2006 Sunterra Silver Award – Executive/Management Conference	2006

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## CONFERENCES AND WORKSHOPS ATTENDED

2007 ARDA – Florida	2007
How to Train the Trainer	2006
Leadership/Management – Expectations & Goal Setting	2006
Elam – Organization & Development Workshop	2003
Franklin Covey Workshop	2002