

Curriculum Vitae  
William Ingram

**Career Highlights**

- 10+ years in Hotel and Restaurant Management with Walt Disney World Resort, Loews Hotels, and Sky Hotels and Resorts.
- University classes taught: Hospitality Human Resources (HFT 2220, both face-to-face and mixed mode), Hospitality Communications (HFT 4286), and Lodging Management (HFT 2254)
- Developing research portfolio consisting of 3 conference papers and 6 works in progress scheduled for academic journal submission before doctoral degree graduation.

**Education:**

**University of Central Florida** Orlando, FL  
Rosen College of Hospitality Management May 2016  
Ph.D. in Hospitality Management  
Dissertation Title: The Impact of Demographics and Burnout on Hotel Night Auditor's  
Job Satisfaction, Loyalty, and Intent to Stay: An Equity Theory Approach  
Advisor: Dr. Kevin Murphy

**Texas Tech University** Lubbock, TX  
Master of Science in Restaurant, Hotel, and Institutional Management December 2007

**Texas Tech University** Lubbock, TX  
Bachelor of Science in Restaurant, Hotel, and Institutional Management December 2005

**Macquarie University** Sydney, AU  
Study Abroad Program Fall 2003

**Research Interests:**

*Lodging and Restaurant Operations:* room revenue management and effects of overbooking; staffing efficiency; 3<sup>rd</sup> shift personnel; recruitment of military veterans; serving guests with special needs

*Employee Satisfaction:* any and all variables that may influence a hospitality employee/managers level of satisfaction with job, company, and team; main focus is on roles that are often forgotten or difficult to communicate with such as night audits and housekeeping/maintenance

### **Conference Presentations and Papers:**

- Ingram, W.M.** (2015). Night audit's job characteristics and demographics influence on job satisfaction, loyalty, and intent to stay. *3<sup>rd</sup> World Research Summit for Tourism and Hospitality and 1<sup>st</sup> USA-China Tourism Research Summit: Transforming Partnerships 2015*. Orlando, FL, Dec. 15-19.
- Ingram, W.M. & Murphy, K.S.** (2015). Redesigning hotel housekeeping operations to improve productivity, labor costs, employee satisfaction, and guest satisfaction. *20<sup>th</sup> Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism*, Tampa, FL, Jan. 8-10.
- Ingram, W.M. & Boote, D.** (2015). The underlying reasons for deviant behaviors in hospitality entry-level managers. *20<sup>th</sup> Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism*, Tampa, FL, Jan. 8-10.
- Ingram, W.M. & Murphy, K.S.** (2014). How and where recruiters choose hospitality and tourism programs for hiring: And the importance of advanced degrees to the process. *19<sup>th</sup> Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism*, Houston, TX, Jan. 3-5.
- ### **Research in Progress:**
- Murphy, K.S., Torres, E.N., **Ingram, W.M.**, & Murrmann, S.K. (2016). The human resource dimension: a review of high performance work practices and systems, comparing hospitality and tourism with the manufacturing and service industries.
- Ingram, W.M.** (2016). Housekeeping teamwork operational model: A theoretical concept and empirical evidence.
- Ingram, W.M.** (2016). The difference "Above and Beyond" means when providing guest service for guest with special needs.
- Ingram, W.M.** (2016). The value of graduate education in hospitality: A comparison of south eastern United States college career fair recruiters.
- Ingram, W.M. & Torres, E.** (2016). The effect overbooking scenarios have on a guest's satisfaction and repeat purchase intention.
- Ingram, W.M.** (2016). Hospitality professionals' perceptions of hiring practices of military veterans in the hospitality industry.
- Cobos, L.M & **Ingram, W.M.** (2016). Deviant behaviors among hospitality employees: A look at Gen Y.

**Teaching Experience:**

University of Central Florida, Rosen College of Hospitality Management  
*Instructor of Record*

HFT 2220 Hospitality Human Resource Management

Semester	Number of Sections	Method	Number of Students
Spring 2013	1 section	Face-to-Face	60 students per section
Summer 2013	2 sections	Mixed mode	40 students per section
Spring 2014	2 sections	Face-to-Face	45 students per section
Summer 2014	1 section	Mixed mode	41 students per section

HFT 4286 Hospitality Communications

Semester	Number of Sections	Method	Number of Students
Fall 2014	2 sections	Face-to-Face	40 students per section
Fall 2014	1 section	Face-to-Face	40 students per section

HFT 2254 Lodging Operations

Semester	Number of Sections	Method	Number of Students
Fall 2015	1 section	Face-to-Face	45 students per section
Spring 2016	1 section	Face-to-Face	45 students per section

*Graduate Teaching Assistant, Fall 2012*

HFT 2220 Hospitality Human Resource Management

HFT 4286 Hospitality Communications (2 sections)

HFT 4295 Leadership and Strategic Management in Hospitality Industry

**Professional Experience:**

Azeema Technologies

**Regional Director**

Orlando, FL  
 June 2014 – July 2015

- Consult with CEO about product design and development
- Identify target markets for product launch and marketing tactics
- Secure new accounts for company by demo presentations and networking
- Deliver reports requested by accounts and offer property specific strategies for improvement

Sky Hotels and Resorts  
Enclave Suites

Orlando, FL  
April 2011 – May 2012

**Director of Operations**

- Trained and Developed Food and Beverage Managers to meet company standards
- Guided Front Desk Managers on Employee Engagement, Standards, and Accountability
- Served as a mentor to front desk and food and beverage interns studying hospitality
- Created processes that were more efficient in tracking inventory and work orders
- Advised owners on renovations that needed to be done and provided financial payment options for them

Sky Hotels and Resorts  
Flat Rocks Pizza and Pasta Co.

Orlando, FL  
November 2010 – April 2011

**General Manager**

- Recruited and retained quality staff by pursuing new areas of opportunities within the surrounding community
- Compared financials to make decisions on marketing and purchasing
- Developed a training guide for both Back of House and Front of House new hiring training
- Regulated and Purchased food inventory, marketing items, and uniforms
- Hosted team meetings in open forum format to get employee's feedback and suggestions on operation

Loews Hotels  
Portofino Bay Resort at Universal Orlando Resort

Orlando, FL  
February 2010 - November 2010

**Assistant Front Office Manager**

- Lead team for continuous improvement for hotel operations and guest services
- Ensure employee morale was high and created their goals for success
- Shadowed and Assisted VIP manager to learn role and servicing higher-end clientele
- Ensured security of resort by serving as part-time overnight manager on duty
- Handled administrative work including scheduling, payroll, tracking guest comments, and logging forecast data

Sky Hotels and Resorts  
Enclave Suites

Orlando, FL  
March 2009 – February 2010

**Director of Room Operations/Front Office Manager**

- Gained experience in condo hotel management by overseeing operational duties
- Improved our preferred wholesaler's guest scores and brought us out of the "watch" area in less than 3 months
- Reviewed P&L statements and contributed in the business decisions to increase revenue and lower cost expenses
- Conducted meetings with owners during annual meeting to discuss condition of their unit and expectations of their unit moving forward
- Responsibilities included front office, housekeeping, owner liaison, guest services, and kids club activities

Walt Disney World Resort  
Disney's All-Star Resort  
**Guest Service Manager**

Orlando, FL  
February 2008 – March 2009

- Proactively monitored room counts to increase room revenue and hotel occupancy
- Attended quarterly financial and business reviews to ensure property met targets to stay on budget
- Trained new managers to the department on processes and procedures
- Implemented the new manager daily meetings for operational information exchange
- Created and managed property vehicle routine maintenance to prevent accidents

Walt Disney World Resort  
Disney's All-Star Resort  
**Duty Manager (Temporary Assignment)**

Orlando, FL  
January 2008 – February 2008

- Served as escalation manager to respond to situations that required higher leadership
- Managed evening cleaning staff and walked property to check for cleanliness standards
- Conducting safety walks throughout the shift to ensure guest and employee safety
- Monitored property wide service system for maintenance and service requests

Walt Disney World Resort  
Disney's All-Star Resort  
**Guest Service Manager**

Orlando, FL  
January 2006 – December 2007

- Mentioned in Disney World publication by Vice President for a positive guest service situation
- Developed a consistency manual for all leaders in order to execute the resort's continuous improvement plan
- Facilitated training for new front desk staff as well as ongoing training
- Held one-on-one meetings with homeroom employees to gauge their job satisfaction and work on their career path
- Organized tours and speakers for college program interns on company knowledge development

Putt Putt Fun Center  
**Assistant Manager**

Lubbock, TX  
January 2005 – May 2005

- Opened and closed the entire property by organizing banks and checking safety of facility
- Maintained property staffing levels for guest service standards
- Introduced new menu for food and beverage area and organized staff training on new cooking equipment

Walt Disney World Resort  
Disney's Yacht and Beach Club

Orlando, FL  
August 2004 – December 2004

***Front Office Internship***

- Cross-trained between front desk, lobby concierge, concierge floor, and runner
- Shadowed front desk managers and managers on duty for further personal development
- Received several Guest Service Fanatic cards for providing outstanding service

Ramada Inn

Lubbock, TX

***Front Desk Agent Internship***

May 2002 – August 2002

- Improved guest service skills by working with same guests on regular basis
- Acted as manager on evening shifts to handle any guest situations
- Ran nightly audit reports to ensure that proper payment was taken and housekeeping had the proper information for their morning shifts

**Reference List:**

Dr. Kevin Murphy – Dissertation Advisor and Department Chair  
9907 Universal Blvd.  
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Dr. Amy Gregory – Dissertation Committee Member and Mentoring Professor  
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Melissa Glenn – General Manager for Sky Hotels and Resorts  
6165 Carrier Dr.  
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