

Alan Johnson-Bey



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Estate / House Manager – Personal / Executive Assistant

I entered private service under the advice of a friend who was the chef for Mrs. Ira Gershwin and for the Julie Andrews / Blake Edwards household. My past experience as a banker, ease of adaption to the principals needs, hands on training with an open door policy for subordinates and clear communication is exhibited below in the level of responsibilities afforded me to get the job done.

Prior to private service I was in credit and collections with several national banks to include Citicorp / Citibank, Wells Fargo (the former First Interstate Bank), Bank of America and Ford Credit. I was also credit manager for a supply company and a collector for the May, Co. in North Hollywood, CA.

ATTRIBUTES

Highly organized, innovative and motivated in accomplishing the ultimate in end results Diplomatic, Caring, Protective, Honest and a High Level of Integrity
Long term intent with the management of only 4 principal's family, one for 13 years Firm, fair, open minded and personable

PROFESSIONAL EXPERIENCE

Hyatt Regency Tamaya Resort and Spa

(Concierge) Albuquerque, NM (2013 - Current)

- Concierge for the Regency Club, Hyatt's private VIP lounge where I have collected numerous accolades from VIP guest for exceptional service
- Developed new procedures for the club to increase revenue and the visual appeal of the clubs daily offerings for the guest
- On Call Banquets for small and large functions for several of the resorts outlets
- Built a relationship with other departments to include security, housekeeping, all kitchen outlets, front and back of the house staff that have proven to be invaluable with the smooth running of the Regency Club and inter-department cooperation
- Concierge, Tamaya Mist Spa where I introduced idea's for "Ladies Lunch" to increase revenue for the spa during off peak seasons

(Sam Donaldson) Albuquerque, NM

- Wine server
- Greeter for Santa Fe Opera guest
- Greeter for Holiday Party
- Greeter for a milestone Birthday Party
- Supervised Valet service, coat check and elevator operations

(Chocolate Turtle Bed and Breakfast) Corrales, NM

- House sit for the large property while owners are away on holiday
- Catering service
- Bar service
- Event set up
- Party consultation

(Apparel Limited) Malibu, CA

- Personal Assistant to CEO
- Managed and trained household staff
- Administration of two beach homes in Malibu
- Coordinated construction projects and review on the two Malibu properties and a local Ranch acquired from Nicolas Cage.
- Stream lined billing for local vendors and charge accounts for staff
- Liaison with Corporate Office on legal events on behalf of CEO
- High end repairs and sales trade of auto fleet
- Maintained all vehicle records to include insurance documents and registration
- Monitored electrical and HVAC systems
- Streamlined and rescheduled staff assignments for the two Malibu properties
- Liaison with Mexico staff on two vacation homes and yacht repairs
- Negotiated rental price of Mexico property while not in use by CEO
- Menu planning, grocery shopping and light cooking for CEO, family and guest
- Butler style service for guest during cocktail hour or during drop by visits
- Bill payment and staff payroll / Control4 Home Automation System

House Manager / Personal Assistant

(The Goldberg Family) Greenwich, CT (2007 – 2009)

“He believes his number one job is to make sure my day run smoothly” K. Goldberg

- Personal Assistant to Mrs. Goldberg
- Supervised and trained household staff
- Constant interaction with all outside vendors to enhance working knowledge of all systems
- Developed policy and procedures for freshman staff
- Household inventory review and purchases
- Household budget and bill pay
- Extensive travel and accommodations coordination
- Established travel check list for vacation homes and properties essentials
- Gift purchases and monitored credit card returns
- Maintain birthday and holiday check list
- Holiday and birthday party preparations. Design, menu and execution
- Distribute weekly staff payroll
- Heavy calendar organization and appointments with Outlook
- Quarterly and yearly personal, business, and home tax preparations with CPA
- Timely disbursement (certified mail) of tax payments and / or records
- Cooked basic meals that were kid friendly but enjoyable for adults when cook was off
- Monitored electrical and HVAC systems
- Supervised extensive foyer construction renovation
- Supervised landscaping addition with designer
- Aquarium maintenance and weekly review meeting with aquarium caretaker
- Division of household task and in house networking via emails
- Developed household manuals and contact list

Estate- House Manager / Personal Assistant

(Wrigley-Rusack) Santa Barbara, CA (2005 – 2006)

- Supervised the household staff which included a chef, three household assistants, houseman, handyman and four housekeeping staff as well as all contracted gardening staff and maintenance vendors
- Gift, clothes and holiday purchases and timely returns
- Advised assistants and pilot prior to holiday and vacation travel regarding provisions
- Worked with pilot regarding weight restrictions prior to departures to Avalon Island
- Collaborated with the in house events coordinator on special events, including Governor Schwarzenegger's fund raising event at the estate
- Monitored and review of security tapes
- Monitored electrical and HVAC systems
- Managed the status reports from the household assistants regarding on-going projects and the status of the private plane, yacht and the maintenance of the fleet of vehicles
- Hired all seasonal temporary staff and the recommendations on converting their employment from temporary to full time
- Created floral arrangements for the residence and table settings themes for the kids party
- Managed all vendors, researched new vendors and made cost comparisons
- Pet care to include the medication, grooming, diets and vet schedule for all the canines
- Monitored and minimized overtime

Estate Manager / Personal Assistant

(Patricia Marciano) Beverly Hills, CA (1992 –2005)

“His judgment to anticipate my needs has been invaluable to me and my six children” P. Marciano

- Assistant to Madame
- Hands on responsibility for the overall smooth management of the home including meeting the needs of my employer, her large family , guests and staff
- Built a business relationship with all of the top Couture designers in Beverly Hills and abroad
- Built a business relationship with several Ready-To-Wear designers in the Los Angeles area
- Shopped for and made suggestions on casual and high end attire for approval and purchase
- Scheduled meetings with vendors and contractors while reviewing bids for ongoing projects and major purchases from schools to vacations to autos and homes
- Handled all finances including payroll disbursement and investments
- Quarterly and yearly personal, business, and home tax preparations with CPA
- Timely disbursement (certified mail) of tax payments and / or records
- Supervised household staff to include a chef, housekeepers, nannies and gardeners where the residence had a extensively large rose garden
- Organized dinner parties with caterers and menu planning with the chef to include off site events and transportation
- Liaise between my employers’ investment bankers, attorneys, accountants and charitable committees
- Hired tutors and interacted closely with all six children as well as attended their weekend sports events on my days off
- Pet care and training of all the homes pets to include scheduled routine vet appointments and grooming
- Managed heavy calendar to include the entire household’s personnel, pet, auto, doctor’s appointments etc. Kept a tight calendar schedule for all the kids and their play dates
- Handled all personal and confidential needs of my employer including drafting correspondence, scheduling appointments, preparing travel arrangements and itineraries, shopping and purchasing gifts
- Supervised nannies prior to vacations to work on provisions that were a standard when traveling
- Maintained the resident computer systems utilizing my basic knowledge of Windows and Mac programs. Hands on task in keeping the private elevator, automatic security gates and central vacuum working and promptly resourcing outside help when necessary
- Monitored electrical and HVAC systems
- Managed large complex move from a 10,000 sq ft home to a 8,000 sq ft home in Beverly Hills

Banking Experience Prior to Private Service

Senior Collector (May Company) Los Angeles, CA

Senior Collector (First Interstate Bank) Simi Valley, CA

Senior Collector (Bank of America) Pasadena, CA

Collection Manager (International Copy Products) Los Angeles, CA

Collection Trainer (Ford Motor Credit) Irving, TX

Workflow Coordinator / Collector (First Interstate Bank) Simi Valley, CA

Collection Monitor (Citibank Citicorp Credit Services) Albuquerque, NM