

Olivia Williams

olivia.williams0212@gmail.com • (972)697-7797 • www.linkedin.com/in/olivia-williams/

Attentive and service-driven hospitality professional with a passion for delivering elevated guest experiences. Adept at providing seamless, high-touch service in fast-paced, upscale environments. Skilled in front-of-house operations, anticipating guest needs, and creating a welcoming atmosphere that enhances the overall dining and cocktail experience.

CORE COMPETENCES

- ✓ **Luxury Guest Experience & Hospitality:** Creating a welcoming atmosphere, high-touch service, brand ambassador training, compelling speech, anticipating guest needs, handling VIP clientele.
- ✓ **Host & Front-of-House Operations:** Managing reservations, greeting and seating guests, coordinating floor flow.
- ✓ **Multitasking & High-Volume Service:** Handling multiple guests, time management, attention to detail, calm composure.
- ✓ **POS Systems & Cash Handling:** Proficiency in navigating POS software, processing transactions, open/ close procedures.
- ✓ **Upselling & Guest Engagement:** Compelling conversation, recommending high-end menu items, making recommendations.
- ✓ **Event Support:** Assisting with high-end events, coordinating private dining experiences, ensuring seamless execution.
- ✓ **Beverage & Bar Knowledge:** Wine and cocktail menu familiarity, food and drink pairings, espresso and coffee service.

WORK EXPERIENCE

Thread Motif – Remote

April 2023 – Present

Product Manager – Discovery

- Conceptualized and launched a business focused on sustainable textile sourcing and innovative product development, blending historical research with modern design.
- Cultivated relationships with suppliers and supply chain vendors, establishing the groundwork for a scalable product line – skills directly transferable to guest relations and service coordination.
- Conducted extensive market research, including a residency-supported study in Oaxaca, Mexico which informed product concepts inspired by historical textile techniques and cultural narratives.
- Designed and implemented a product roadmap, managing the end-to-end lifecycle from ideation to prototype development.
- Oversaw budget allocation, vendor negotiations, operational planning to prepare for product launch, navigating funding challenges with creative problem-solving.

Pall Corporation – Remote

May 2020 – February 2023

Food & Beverage Global Product Manager – Cartridge Filter Portfolio

- Developed engaging presentations and product marketing for food & beverage filtration, enhancing product storytelling – a crucial skill for explaining cocktails menus and upselling.
- Fostered customer relationships across global regions, ensuring seamless service and satisfaction—key to hospitality and guest experience.
- Managed portfolio growth with over 36 product lines, driving lifecycle strategies, market adoption, and average revenue growth of 5% over 3 years to roughly \$3B.
- Managed 4 manufacturing sites with cross-functional teams of 6 – 10 individuals in process improvement projects – one led to 10% product delivery improvement of at site which contributed to 65% of portfolio volume sales.

Pall Corporation – Westborough, MA

July 2018 – May 2020

Biotech Marketing & Business Strategy Analyst

- Developed market models that highlighted dynamics and opportunities to capture ranging from \$80k - \$750M within the biopharmaceutical space.
- Supported marketing team as an investigator that would conduct customer calls and surveys to understand their perspective then translate that information with storytelling and presentations to engineering and product management teams.
- Presented data to peers and high level stakeholders regularly, developing solution-oriented interpersonal skills.

Paperdolls – St. Louis, MO

August – December 2017

MBA Consultant – Operations Analyst

- Improved in-store shopping experience by enhancing visual merchandising and personal styling recommendations – skills that translate to upselling and making tailored recommendations for cocktails or menu items.
- Performed an operations assessment of Paperdolls' 5 unique retail boutiques leading to the identification and execution of strategic cost-saving initiatives within the supply chain and eCommerce processes.

Pall Corporation – Port Washington, NY

June – August 2017

MBA Summer Associate

- Developed a 7-year strategic blueprint for Pall's biopharmaceutical division, unlocking a significant financial opportunity valued at \$120 million by targeting new market and customer application segments for the business.
- Facilitated and collaborated on in-depth market research, data analysis, and the value assessment of emerging markets in preparation for executive-level presentations to support critical strategic projects.
- Worked with retail front and back office team keeping the core customers in mind to provide a quality in-store experience.

Epharmix – St. Louis, MO**January – May 2017***MBA Consultant – Marketing Analyst*

- Researched the competitive landscape in the bio telecommunications sector for client to develop targeted inbound marketing strategies to enhance their brand visibility and market positioning.
- Interviewed and engaged with client's core customer base to better understand their needs with both scheduling patients and getting patients to consistently adhere to their treatments.

Digital Medical Arts – St. Louis, MO**June – August 2016***Summer Intern*

- Developed customer service offerings for Digital Medical Arts app, a physician health tech tool for in-office use.
- Developed a series of insightful instructional videos that served to streamline user interactions with the app's features.

Washington University in St. Louis, Career Center – St. Louis, MO**June – August 2016***Assistant Office Manager*

- Managed high-traffic front desk, coordinating appointments and ensuring a welcoming, polished environment – directly applicable to hosting in a high-end restaurant or bar.
- Handled VIP guests and high-profile visitors, demonstrating professionalism and discretion – qualities expected in luxury hospitality.

Washington University, QUELLER STRASSMANN RESEARCH GROUP – St. Louis, MO**June 2013 – May 2016***Undergraduate Researcher*

- Investigated the intricate relationship between microorganism dynamics and the effects of environmental stressors on human interactions, employing data-driven insights to inform research findings.
- Delivered 3 presentations at the Student Science Symposium during time at the lab.
- Mentored 5 undergraduate students in translating in-depth literature reviews to designing experimental protocols.

CREATIVE EXPERIENCE*Arquetopia Artist Residency – Oaxaca, Mexico*

- Actively engaged with local communities in Oaxaca, conducting in-depth research to unravel the profound historical influence of mythological narratives on the intricate art of textile techniques and the intricate tapestry of women's lives in the region.
- Created a compelling compilation of short stories, poetic expressions and watercolor illustrations on the themes of "mythos, motifs, and the cherished memories of women," fostering a deeper appreciation of the cultural heritage and artistic nuances of the area.

Sasha Stiles: Artists and NFTs – The Alternative Art School

- Acquired in-depth knowledge of generative art creation using AI platforms, exploring various technical aspects.
- Conducted research on intellectual property ethics in human-generated artistic style and open-sourced modeling used in generative art.
- Evaluated evolving dynamics in the art industry, including auction houses, galleries, and the valuation of generative art in relation to tangible art.

Exploring Fibers: Dyeing, Printing, Stitching – The Contemporary Austin: Art School

- Developed a strong foundation in working with natural dye materials, including the sourcing and utilization of materials.
- Formulated and executed six distinct dyeing vats, experimenting with color, intensity, and design on various cloth materials.
- Gained expertise in layering shibori dyeing techniques and utilizing embroidery to enhance textile pieces.

EDUCATION

- Master of Business Administration (MBA) – Washington University in St. Louis
- Bachelor of Science in Biomedical Engineering – Washington University in St. Louis
- Certification: Product Management for AI & ML – ELVTR, Fall 2024

AFFILIATIONS

- SoHo House x Creative Futures Mentorship Program, Alum
- SxSW Conference Volunteer 2024 and 2025
- Sustainable Fashion Forum Volunteer 2024
- Williams Sonoma Espresso Masterclass Series 2024
- Texas Discovery Gardens, Volunteer