

CHAUNCEY SULLIVAN

LUXURY LIFESTYLE CONCIERGE

CONTACT

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EDUCATION

Miami-Dade Community College
1966-1968, Majored in Criminology

New Stanton High School, Jacksonville FL
1962-1966, HS Diploma, Band Member

SKILLS

Sophisticated Professionalism
Top-tier Communication
Vastly Resourceful
Elegantly Creative
Forbes Standards Training
Five-Star & Five-Diamond Service-
Standards Training

AWARDS

2018 ENRICH Ambassador
2010 South Florida Concierge
Association WHERE Magazine Feature
2007 Up & Coming Concierge of the
Year

COMMUNITY INVOLVEMENT

South Florida Concierge Association
Member Since 2007

United Way Volunteer

Carrfour Supportive Housing
Contributor

Youth of America, Board of Directors

SUMMARY

Luxury Lifestyle Concierge with an accomplished history of providing exemplary Five-Diamond and Five-Star service to residents and guests.

Seasoned in condominium pre-openings as well as condominium-hotel standard operations, I am known for my expert assessment of resident needs and skilled ability to provide superior results as part of a welcoming and luxurious service experience.

WORK EXPERIENCE

Auberge Beach Residences – Lifestyle Assistant

June 2018–Present

Develop relationships with residents, guests, vendors, and partners to ensure services are provided to expectation, amenities and common areas are properly enjoyed and maintained, and access to residential units and private spaces are authorized and secured.

One Ocean Condominium – Chief Concierge

March 2016–May 2018

Implemented standard operating procedures for concierge team members and demonstrated proper adherence to protocols.

Jade Beach Condominium – Concierge

January 2014–March 2016

Networked with featured entertainers and artists to create luxury on-site experiences for resident events. Assist residents with mail and package services during off-season and periods of travel.

Canyon Ranch Condominium – Concierge

May 2010–December 2013

Curated experiences through coordination of private transportation, luxury yacht excursions and air travel, dining reservations, and VIP admission for annual events such as Art Basel Miami and the Miami International Boat Show.

Acqualina Hotel & Residences – Concierge

January 2006–April 2010

Communicated with internal departments to ensure resident and guest requests and preferences were arranged to specifications.

American Express Centurion, Platinum Travel – Executive Travel Counselor

June 1997–July 2006

Advised high-profile clients on top-tier worldwide travel options to fit individual preferences. Provided tailored assistance to traveling clients, ensure upgrades and special requests are accommodated to expectation.