

KELSEY SACKETT

Cedar City, UT | (435) 559-3358 | ksackett88@gmail.com

Professional Summary

Resourceful and tech-savvy operations leader with 10+ years spanning hospitality, property management, renovation oversight, and executive support. Equal parts housekeeper and hacker, combining high emotional intelligence with a passion for process improvement and user-centric design. Adept at bringing order to chaos, creating digital systems from scratch, and leading high-performing teams with empathy, humor, and hustle.

Core Competencies

Project Management | Digital System Creation | UX Thinking

Housekeeping Ops | Admin Support | Tech Integration

Team Leadership | Client Relations | Spreadsheet Sorcery

Professional Experience

Executive Housekeeping Manager & Shuttle Driver

Brian Head Lodge – Brian Head, UT | Dec 2024 – Present

- Led housekeeping for a 100-room resort property, overseeing inspections, inventory, and staff schedules.
- Designed digital tracking tools and gamified performance metrics using Google Sheets.
- Developed SOPs and onboarding materials to streamline training.
- Collaborated across departments to enhance guest experience and workflow.

Project Supervisor / Assistant Property Manager / Executive Assistant

MQL Properties – Cedar City, UT | July 2023 – Dec 2024

- Oversaw renovation projects, contractor coordination, and digital documentation.
- Built Dropbox-based file systems and automated budget tracking with Excel.
- Managed tenant screening, e-signatures, and lease documentation with tech-savvy precision.

Residential & Commercial Cleaner (Side Hustle)

Before and After Cleaning – Cedar City, UT | Jan 2024 – June 2024

- • Delivered top-tier cleaning for homes, offices, and post-construction sites.
- • Maintained high standards while juggling client timelines like a pro.

Waitress

Bit & Spur Saloon – Springdale, UT | June 2020 – Aug 2023

- • Rocked high-volume service in a tourist-heavy environment.
- • Cultivated loyal customer relationships while balancing 5+ tables like a dancer on a tightrope.

Secretary & Bookkeeper

Stout Cooling & Heating – Cedar City, UT | Jan 2019 – June 2020

- • Managed finances, scheduling, and customer support using QuickBooks & Outlook.
- • Streamlined invoicing and reporting systems.

Café & Restaurant Roles (Multiple)

Various Locations | 2011 – 2019

- • Managed and trained café teams, handled inventory, and kept things flowing under pressure.
- • Built foundational skills in customer service, time management, and team leadership.

Projects

Cosmic Portfolio Website (In Progress)

- • Animated personal site using HTML, CSS, JS. Features include responsive layout, glowing buttons, and a penguin-triggered chat assistant.

Housekeeping Gamification Tracker

- • Custom Google Sheet system inspired by Mario Kart. Includes team scorecards, secret bonuses, and conditional logic flair.

Digital Cleaning SOP

- • Created a shareable deep-clean guide with embedded checkboxes and cleaning product tips. Streamlined for teams and printable formats.

Education & Certifications

High School Diploma – Cedar City, UT

Currently completing Real Estate Licensing coursework

Actively studying Frontend Development through Frontend Simplified

Tech Stack & Tools

HTML, CSS, JavaScript (in progress)

VS Code | Git & GitHub basics

Google Workspace | Dropbox | Excel

QuickBooks | Microsoft Outlook | Digital Filing Systems