

MELANIE HOLROYD

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PASSIONATE OPERATIONS MANAGEMENT PROFESSIONAL CURATING UNFORGETTABLE GUEST EXPERIENCES AND EMPOWERING TEAMS

Operations professional combining international expertise with hands-on 5-star safari lodge management. Skilled in overseeing luxury lodge operations, guest services, housekeeping, logistics, and facilities management. Experienced in curating memorable guest experiences, mentoring and empowering staff, and delivering seamless operational excellence. Guided by integrity, respect, and harmony, with a mature, guest-focused leadership style that creates lasting positive impact.

Key Skills

- Luxury Lodge & Operations Management
 - Guest Experience Design & Personalised Service
 - Team Leadership, Mentorship & Staff Development
 - Operational Planning & Process Improvement
 - Budget Management & Financial Oversight
 - Vendor & Stakeholder Management
 - Community Engagement & Sustainability Practices
 - Event Planning & Guest Activities
 - Flexible, Adaptable & Calm Leadership
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Professional Experience (Condensed)

Lodge Management Couple

Madikwe Hillhouse / Chitwa Chitwa / Makweti Safari Lodge, South Africa | 07/2013 – 12/2017

- Managed full lodge operations, including guest services, housekeeping, logistics, and facilities at UHNW-owned luxury safari lodges.
 - Curated seamless, high-touch guest experiences for international and high-profile clients.
 - Mentored and empowered lodge staff across all departments, fostering professional growth, confidence, and harmony.
 - Managed budgets, vendor relationships, and operational reporting with precision.
 - Promoted sustainability and community engagement, integrating conservation and cultural awareness into daily lodge operations.
 - Enhanced guest experiences through culinary and wine expertise, elevating hospitality standards.
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Head of Operations

The Investment Association, London | 11/2021 – 12/2025

- Led all operational aspects of a high-profile organisation, ensuring compliance, efficiency, and seamless day-to-day delivery.

- Managed, mentored, and developed administrative and operational teams, fostering a collaborative and high-performing culture.
 - Oversaw budgets, vendor contracts, and facilities management, implementing cost-effective solutions while maintaining high service standards.
 - Directed complex projects, including office relocations, digital transformation initiatives, and AI-driven productivity improvements.
 - Acted as primary point of contact for senior leadership, external stakeholders, and vendors, ensuring alignment with organisational strategy.
 - Planned and executed internal and external events, focusing on guest engagement and operational excellence.
 - Developed and refined policies, procedures, and risk frameworks, ensuring compliance with regulatory, health & safety, and IT security standards.
 - Recognised for calm, solution-focused leadership that balances operational excellence with people-centric management.
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Previous Corporate Experience

- **Capula Investment Management**, London: Managed office operations, facilities, staff, and workplace projects.
- **Tenzing Private Equity**, London: Streamlined office operations, implemented procedures, and managed diaries for founders.
- **HSBC**, Global Banking & Markets, London: Executive support to COO, mentoring EA team, overseeing office facilities.
- **Nomura & Lehman Brothers**, London: Managed trading floor operations, staff leadership, budgets, office relocations, and event logistics.
- **Earlier Roles**: Executive Assistant & Office Manager positions, including Credit Suisse, GE Money, Well*Pict (SA), Family Business (SA).

Corporate roles highlight transferable skills: operations management, team leadership, stakeholder engagement, budgeting, and project delivery.

Education

- Business Computing Diploma – Damelin College, Cape Town, South Africa
 - Matric Exemption – York High School, George, South Africa
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Professional Training & Certifications

- Game Lodge Management – Wildlife Campus
 - Wilderness First Aid – Africa Safe-T
 - Certificate in International Hotel Operations – London Hotel & Tourism School
 - NLP International Life Coaching Course – Excellence Assured (in progress)
 - School Butler and Housekeeper Course – The London Academy
 - Level 2 Intermediate in Wine and Spirits – Wine & Spirit Education Trust
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Software & Systems

- Rapid adaptability to new operational and guest management systems
- Office & Operations: Office 365 (advanced), Xero, Sage
- CRM / Guest Systems: Salesforce, Pipedrive
- Board & Event Systems: Nasdaq Boardvantage / BoardIntelligence
- Other: Concur, PeopleSoft