

## **Olivia C. Brown, CPA**

*A results-oriented leader and strategic mastermind with impeccable GM prowess*

"Excellence is never an accident, It's the result of skillful execution."

- CEO, Co-Founder of Heritage Consulting By B+R
- 30+ years of luxury hospitality leadership
- Former General Manager of Bellagio Hotel & Casino

Olivia C. Brown, is a strategic operational leader known for creating value within some of the world's most iconic organizations. An experienced board member and CPA, Olivia was most recently the General Manager for Bellagio Hotel & Casino, where she led strategic direction and performance across the resort's gaming/hotel operations, 3,933 hotel rooms, and 7,000 employees.

Success with brand marketing, sales and distribution, and talent management bolsters Olivia's formidable operational expertise. She has a track record of executing strategies that maximize profit and key performance metrics, and is known for her incisive decision-making and implementation of continuous improvement initiatives.

Prior to joining Bellagio, Olivia was the General Manager for The Ritz-Carlton Hotel & Residences in Boston and Philadelphia, and served in executive and corporate roles for the InterContinental Hotels Group. She holds a degree in Hospitality and Tourism Administration from the Centennial College of Applied Arts and Technology in Toronto, Ontario.

Olivia's work has been recognized with the National Award, "Walking the Road Less Traveled," from the National Association of Black Accountants, and she received the esteemed "Power-at-the-Front-Door" Trumpet Award Saluting African American for outstanding achievement. She has served on numerous executive boards, including the Philadelphia Mayor's Hospitality Committee. In 2011, Olivia was named the Global General Manager of the Year for The Ritz-Carlton Hotel Company.

In 2019, Olivia partnered with fellow hospitality leader Angella Reid to establish Heritage Consulting By B+R. The founders and their hand-selected consultants offer an impressive lineup of hospitality expertise and strategic support for hotels and resorts, and for other customer-facing businesses including gaming, healthcare, and government services.

Olivia is passionate about building strong connections and investing in critical relationships that drive positivity and resilience.

Olivia is based in Las Vegas and loves traveling with family and friends. She particularly loves to spend her summers exploring the abundant cultural offerings across Europe.