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# Hana Pevny

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## Estate Manager • Household Manager

As an Estate Manager, I pride myself on not only taking care of the physical needs of the property, but the personal needs of each individual within the household. With over 20 years in business and 5 in private service/ event coordination, I know how to manage projects, calendars and demanding itineraries. I am generous, kind and creative, but also highly detail-oriented and driven in my work. I don't just manage the staff; I mentor them so that we may meet the principals' needs on the level of a 5-Star boutique hotel with white-glove standards. At my heart, I love to nurture other people; in private service, this means creating an atmosphere where my employers can enjoy the benefits of their property, without concern about the pending maintenance, construction management or any of the thousands of details that their Estate Manager oversees every day.

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### CORE STRENGTHS

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|---------------------------------------|--------------------------------------|----------------------------------|
| ◆ Multi-property management           | ◆ Estate fiscal responsibility       | ◆ Art collection management      |
| ◆ Construction management             | ◆ Approval to \$250K per occurrence  | ◆ Entertaining for 25-300 guests |
| ◆ Leadership of up to 25 staff        | ◆ Budget creation and adherence      | ◆ Fundraiser event planning      |
| ◆ Human Resources functions           | ◆ Coordination with business office  | ◆ Menu planning and preparation  |
| ◆ Payroll, benefits, hiring, training | ◆ Estate organization/ catalog       | ◆ Concierge Services             |
| ◆ Vendor negotiations/ supervision    | ◆ Cleaning of luxury items/ surfaces | ◆ Advanced Smart Home knowledge  |
| ◆ Estate operations manuals           | ◆ Linen, fine furnishings care       | ◆ Troubleshoot IT, A/V systems   |
| ◆ Travel coordination                 | ◆ Wardrobe maintenance               | ◆ Intricate security systems     |
| ◆ Vehicle maintenance/ records        | ◆ Grounds maintenance oversight      | ◆ Available for travel           |

**Computer Expertise:** All Mac and PC programs, with high level of proficiency in Microsoft Office, Starkey Household Management software, website development, email, social media, iPad, Smart Phone

**Languages:** English (native), Basic German and French; proficient in Czech and Slovak  
**Citizenship/ Work Permits:** American / EU Passport Holder – Eligible to work in US and EU

### PROFESSIONAL EXPERIENCE

#### Estate Manager

Jan 2012 - Present

#### *Confidential HNW Family – Aspen, CO*

*As a live-in position, provides on-site management of the 6 acre estate and 18,000 sf main residence featured on the cover of Architectural Digest. Property includes 2 ponds, 2 hot tubs, pool and miles of hiking trails. Works directly for 5 households within the family, adjusting service styles, favorites, requested services and desired staff to each individuals' standards. Operates entire estate as a 5-Star hotel, with a focus on conscientious guest care and seamless service.*

- Coordinates extensive calendars for the estate and the 5 families' itineraries
- Manages a staff of 10, including housekeepers, chef, cook, float personnel and specialist such as ski instructors, acupuncturists and fitness instructors; hires up to 20 variable staff for holidays
- Conducts HR for staff: benefits, designation definition (FT/PT), job descriptions, recruitment
- Provides ongoing training for staff, especially in the care of luxury items, specialty surfaces, laundry and other standards fitting the sterile home environment
- Creates detailed operations manuals with instructions, procedures and family member profiles

- Handles all financial operations for the estate, with purchasing power of up to \$250K per occurrence
- Negotiates vendor contracts, manages contractors and approves final work
- Monitors and troubleshoots Smart Home technology; coordinates maintenance
- Supervised \$3M, 6-month renovation to exteriors and landscaping to be completed before winter season
- Coordinates entertaining events for 10-200 guests
- Acting Executive Chef, planning and/or approving all menus developed by the chef with considerations to family flavor profiles, special diets and specific requests
- Provides occasional meal preparation and service at small events
- Arranges private and commercial air travel as well as ground transportation
- Oversees grounds staff for seasonal maintenance and snow removal
- Ensures proper care and insurance on significant fine art collection
- Assists with older children and pet dogs as requested

**House Manager / Chef**

**2010 – 2011**

**Freelance Chef / Event Coordinator**

**and 2005 - 2007**

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***Freelance Assignments – United Kingdom, United States and the Mediterranean***

*Accepted assignments throughout Europe and the US for private families through various agencies or personal referrals. While primarily engaged as a chef, assumed many management roles. Meal service styles ranged from formal, traditional English to casual, family-style gatherings.*

- Managed a variety of housekeepers, contractors, assistants and wait staff, often evaluating and taking control of any situation in a short period of time
- Created daily dinners and lunches as well as parties and holiday meals
- Provided plated, buffet and family style service for 15, and canapés for 100
- Developed flavor profiles for all clients to create unique menus based on preferences
- Organized private events for up to 150 guests in the Aspen and New York markets (2005-07)

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**Household Manager / Executive Personal Assistant**

**2007 - 2009**

***High Profile / HNW Private Family – Dallas, Aspen and Mexico***

*As a live-out position, frequently travelled with the family to their various residences as well as on private yachts while holding primary responsibility for the Aspen home.*

- Managed staff, vendors, contractors and service staff
- Oversaw significant technology upgrades: installation of computer networks, creation of data bases and troubleshooting of IT operations
- Ensured proper operation of security systems, including access, webcams, incident reporting
- Generated detailed inventory records for wardrobe items, wine and gifting
- In charge of household expenses and accounting; reconciled accounts monthly
- Communicated with family office and business office to coordinate calendars and travel
- Planned fundraising events / entertaining events for up to 400 guest
- Provided concierge services and itineraries for principals, both at the property and while traveling

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**Vice President**

**2005 - 2007**

***Aspen Executive Air – Aspen, CO***

*Concurrent with own business operations as chef/ event coordinator. Provided leadership and operational authority for private equity owned, member-based private jet company.*

- Implemented procedures for sales, marketing, customer service and concierge services
- Negotiated national sponsorship programs with major corporations
- Developed marketing strategy for branding, media, PR, website, sponsorship and events
- Identified new business with media, hospitality and luxury travel partners
- Integrated Customer Relationship Management (CRM) software, increasing productivity and customer service while reducing cost and errors

**President**

**2002 - 2005**

**Aspen Chamber of Resort Association – Aspen, CO**

*Answering to a 23-member Board of Directors, led non-profit with a team of 25, with the mission of driving revenue to the Aspen area through events, advertising and creative marketing cross-promotions.*

- Turned-around struggling non-profit, successfully increasing membership and revenue to profitable levels within a 12-month timespan
- Managed overall budget of \$1M including all marketing efforts
- Created and organized 2 high profile events: "Aspen Cocktail Classic" and the "Aspen Art Festival"
- Negotiated long term contracts between American Express and the City of Aspen
- Co-produced and managed **American Express Food & Wine Magazine Classic**, an event drawing several thousand visitors. Coordinated 600 volunteers, gained venues and negotiated permits

**ADDITIONAL EXPERIENCE**

**Mobility Network Solutions Software Sales & Business Development**

**2008 – 2010**

**Hewlett-Packard – London, England**

*Directed all phases of sales and business development in the UK and Central/ Eastern Europe as well as North America. Developed specific sales strategies for global penetration in the utility sector.*

**Various Positions of Increasing Responsibility**

**1994 – 2002**

**Cisco Systems – San Jose, CA**

*Received consistent promotions every two years within the Sales and Account Management structure. Highlights of service include delivering key requirements for solutions in Asia, South America and Europe; managing strategic relationships with Fortune 500 companies; and modifying business plans for New World ecosystem strategy. Gained full P&L responsibility for \$160M global business unit.*

**FORMAL EDUCATION**

**Bachelor of Business Administration**

*University of Baltimore, Baltimore, MD*

**Executive MBA Courses**

*Stanford University, Palo Alto, CA*

**Diploma in Food and Wine, First Class**

*Leith's School of Food and Wine, London, England*

**PROFESSIONAL DEVELOPMENT and ASSOCIATION**

**Domestic Estate Managers Association (DEMA) – Member**

**Household Management Systems & Software**

*Starkey International Institute for Household Management, Denver, CO*

**Institute of Organizational Management**

*US Chamber of Commerce, Washington, DC*

**Leadership Training, Management Skills Development – Over 10 years of continual development**

*Cisco Systems, San Jose, CA*