

Industry veteran Dermot Connolly named managing director of El Conquistador Resort

BY FRANCES RYAN
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Dermot Connolly, a seasoned hospitality industry executive, has been named the new managing director of El Conquistador Resort, The Waldorf Astoria Collection, CARIBBEAN BUSINESS learned. The sprawling oceanfront resort in Fajardo is a member of the local Hilton umbrella, which represents 60% of the island's branded hotel rooms.

Connolly, who boasts more than 30 years of industry experience, will be responsible for overseeing all of the resort's amenities, in addition to managing the overall daily operations of El Conquistador Resort and its sister property, Las

Casitas Resort. Connolly said during an exclusive interview, "With El Conquistador recently receiving the AAA Four-Diamond Award for the second consecutive year under the Waldorf Astoria flag, I know that I've just joined one of the best resorts in the Caribbean."

Prior to joining El Conquistador, Connolly was the general manager at the Hilton Rose Hall Resort & Spa, A Hilton Resort, in Montego Bay, Jamaica. During his tenure at the 488-room Hilton family resort and water park, he managed and oversaw an extensive \$40 million renovation.

Connolly has also held a number of management roles within several hotel companies including: managing director of the Radisson Hotel in Denver; general manager and managing director

positions at numerous Wyndham International hotel locations worldwide; executive food and beverage manager, as well as general manager positions, at a number of Ramada Hotels; and marina, food and beverage, and resident manager positions at Walker's Cay Hotel & Marina in the Bahamas.

Located on the eastern tip of Puerto Rico near the fishing village of Las Croabas, El Conquistador Resort spreads across 500 acres overlooking the Atlantic Ocean.

It offers 750 guest rooms and suites, the Coquí Water Park, private Palomino Island, the Golden Door Spa, an Arthur Hills 18-hole golf course, a casino and an outpost of New York's famed Strip House steak restaurant. ■

Open Mobile to launch solution to support future growth

BY GINA M. HERNÁNDEZ
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In a move to boost its service level, local mobile telephony carrier Open Mobile will utilize an over-the-air (OTA) solution to activate existing devices on its current network and more complex devices that will soon become available on the company's 3G-network.

Interop Technologies, the company that will host

the solution for Open Mobile, offers core wireless solutions for messaging, device management and connectivity gateways from its headquarters in Ft. Myers, Fla.

Implementing Interop's code division multiple access (CDMA), OTA technology will allow Open Mobile to take advantage of leading-edge technology while reducing costs associated with capital expenditures and additional resources to manage the service.

The hosted deployment will also enable Open Mobile to automate point-of-sale activations with high accuracy, improve customer satisfaction and practically eliminate activation errors and their related costs.

"With a hosted solution is that there's not a

significant upfront investment because the operator is not buying. Also, they don't need to maintain the software, adding value to the service," said Damian Samaza, vice president of marketing & public relations for Interop Technologies.

Open Mobile plans to launch the solution during the third quarter of 2010.

"Interop Technologies' OTA solution will help us meet customer demands as we continue to introduce advanced devices by providing seamless activation and provisioning of all devices available on our network," said Frank Bell, president and COO of Open Mobile.

"We're very excited to do business with Open Mobile and look forward to providing them with more services in the near future," said Samaza. ■

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