

Success Stories



Eduardo “Eddie” Natividad oversees one of Service Management Systems’ largest accounts located in the epicenter of the Las Vegas strip, Miracle Mile Shops. This 24/7, 365 days a year operation saw over 100,000 visitors during the annual Las Vegas New Year’s Eve countdown and did so without any incidents reported.

Amongst the daily feats of managing a large operation that sees over 27 Million visitors annually, Eddie always has time to assist his peers at other SMS accounts in the local area. He was a key contributor to the Elite Medical Center start-up in August of 2018, providing assistance with special projects. He has also delivered close support to our Tivoli Village account, as they have had numerous large events needing additional support.

Eddie and our staff at Miracle Mile Shops often receive high praise for the cleanliness and presentation of the facility, and we are exceptionally proud of the level of customer service they provide daily. Eddie exhibits the SMS “Whatever it Takes” mantra and leads his staff from the frontline! In Eddie’s limited free time, he enjoys coaching his son’s recreation soccer team and watching the Lakers take on the league, just don’t bring up the struggles of the last few years! We are incredibly thankful for the hard work and dedication Eddie shows to many of our locations, and we wish him continued success within SMS.



SMS Operations Manager, Eduardo “Eddie” Natividad