

First Last

Address
email@email.com
555-555-5555

Seasoned hospitality professional well-versed in customer service seeking better opportunities in hospitality industry or human resources. Secondary titles would include resort experience planner, executive recruiter or HR manager.

Qualifications Profile

- Superior Communication Skills for in person, over phone, and e-mail.
- Microsoft Office Suite (Word, Excel, Powerpoint)
- Analytical and interpersonal skills
- Project management & team leader
- Sales Veteran (10+ years) in upselling and promotions
- Supervisor Experience and multi-tasking professional

Reservations Agent at Omni Grove Park Inn in Asheville, NC. (??/2012 – Present)

Accurate input of sales while maximizing potential room revenue while enhancing guest experience. Able to work independently, multitask, and respond to guests in timely manner. Maintain professionalism in working environment with open communication while working with property-wide departments to ensure guest satisfaction while adhering to Omni policies.

- ❖ *Awarded “Million Dollar Club” for past 5 years in Reservations for booking over 1 million dollars for Omni Hotels. In addition, I’ve been featured in Top 10 agents every for Omni Hotels..*

Concierge at Omni Grove Park Inn in Asheville, NC. (??/2010 – ??/2012)

Absolute multitasking effort regarding guest accommodations, traveling arrangements, and setting up in-house and out-of-house reservations. Quick deadlines and prompt guest service while working with multiple departments. Utilized all available resources to meet guests requests. Involved cash handling and ticket selling.

Front Desk Agent at Omni Grove Park Inn in Asheville, NC. (??/2009 – ??/2011)

Provided premier customer service to our four diamond hotel for seamless guest check-in. Assigned rooms and offered upgrades while inputting amenities. Collected payments, printed receipts, and managed guest discrepancies and complaints with poise. Created positive experience to influence return guests while accommodating requests.

Additional Experience

- **Loss Prevention Associate at the Omni Grove Park Inn in Asheville, NC. (??/2010-??/2012)**
- **Retail Associate at Peebles Department Store in Marion, NC. (??/2002 – ??/2005)**
- **Retail and Cosmetics Supervisor at Dillard’s in Asheville, NC. (??/2005-??/2008)**
- **Front Desk Agent at Renaissance by Marriott in Asheville, NC. (??/2007-??/2009)**

Education

Associates in Human Resources Management, Asheville Buncombe Technical College in Asheville, NC. Graduated 2017. 3.8 GPA; Dean’s List (2017)

High School Diploma, McDowell High School in Marion, NC. (2005)

References

1. Name

- Job position, Location
- Email
- Phone

2. Name

- Job position, Location
- email
- Phone

3. Name

- Job position, Location
- Email
- Phone

References can be employees, supervisors, managers, professors in college, colleagues, etc.