

Jessica Claire

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SUMMARY Dedicated hospitality and customer service consultant, offering more than 10 years in the hospitality, airline, and retail industry, as well as an in-depth knowledge of customer experience measurement in various industries.

- HIGHLIGHTS**
- Staff motivation and training
 - Data entry
 - Relationship-building
 - Reliable
 - Conflict resolution
 - Cash handling expertise
 - Steton expert
 - Open to travel
 - Hospitality knowledge
 - Food & beverage knowledge
 - Customer service surveys
 - Superb interpersonal skills

EXPERIENCE **CONSULTANT** 11/2013

Expeditors International Of Washington, Inc. | Hidalgo, TX

- Conducted customer experience audits on a major US Airline
- Reported on cleanliness and condition of airports, lounges, & aircraft
- Reported on service provided by airline personnel
- Traveled the world while conducting audits on a major US Airline
- Transitioned Walmart Supercenter, Sam's Club, and Neighborhood Markets to a new cash handling process
- Conducted manager meetings with store management to review their new processes in the cash office
- Conducted Brand Standard Audits for a global hotel corporation
- Held meetings with Property management, owners, and investors on how to improve their product and congratulate them on their successes

PEQ OPERATOR 06/2013 to 09/2013

Methodist Health System | Southlake, TX

- Answered guest calls for ten Las Vegas Resorts
- Extensive knowledge of Las Vegas hotel and entertainment industry
- Forbes Customer Service trained
- Answered department telephone calls within three rings, using correct salutations and telephone etiquette.

NIGHT AUDITOR 02/2013 to 06/2013

Confederated Tribes Of Coos, Lower Umpqua, And Siuslaw Indians | Florence, OR

- Reconciled business day sales
- Monitored room availability
- Processed credit card transactions during the checkout process
- Referred guests to local restaurants and recommended attractions in the area
- Greeted all guests in a courteous and professional manner.

CUSTOMER SERVICE MANAGER 10/2011 to 11/2012

Clean Harbors, Inc. | Rohnert Park, CA

- Supervised 25 - 30 associates a day
- Assisted with cash management and asset protection duties
- Communicated issues with assistant store management team
- Processed MoneyGram and bill payment services

EDUCATION Hospitality

Johnson & Wales University, Denver, CO

Coursework in Hospitality and Tourism Management

Hospitality

Metropolitan State College of Denver, Denver, CO

Coursework in Hospitality and Tourism Management