

Jessica Claire

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Summary

Diligent Customer Service/ Hospitality Professional I bring top skills in customer service, data entry, and conflict resolution. Recognized for resolving customer complaints with integrity and professionalism to maintain customer satisfaction and retention. Motivated team player committed to contributing to company success goals. I am also a valued Leader and Mentor for associates that I manage and Develop. Seeking to utilize the knowledge, prior experience, educational skills at an upstanding company.

Skills

- Credit card processing
- Account management
- Report generation
- Promotional support
- Microsoft office efficient
- Opera
- Light speed
- Leadership
- Mentor
- Type 65 WPM
- Schedule mastery
- Problem-solving abilities
- High-energy attitude
- Complaint resolution

Experience

Customer Experience Consultant “Work From Home”, 10/2021 to 09/2022

Altru Health System Clinic – Devils Lake, ND

- Gathered competitor data, analyzing pricing, product sales and marketing strategies.
- De-escalated problematic customer concerns, maintaining calm, friendly demeanor.
- Documented conversations with customers to track requests, problems and solutions.
- Asked probing questions to determine service needs and accurately input information into electronic systems.
- Remained constantly aware of customer activity to ensure safe and secure shopping environment.
- Secured client retention by driving service and product benefits, features and recommendations around clients' needs.

Customer Service Advocate, 12/2019 to 10/2021

Omni Hotels – Asheville, NC

- Capitalized on opportunities to enhance customer experiences and bring in repeat business.
- Consulted with customers regarding needs and addressed concerns.
- Maximized customer satisfaction by handling customer email and telephone interactions.
- Managed needs of Title Registration and providing Temporary Plates through the state of Georgia
- Notarize POA’s Etc to ensure a timely turnaround confirming accuracy

Director of Front Office, 03/2018 to 11/2019

Fontainebleau Miami Beach – Miami Beach, FL

- Introduced all team members to latest hotel services, encouraging staff to discuss offerings with guests upon checking in.
- Liaised with customers, addressed inquiries, handled meeting requests and answer billing questions to provide outstanding customer care.
- Handled supply purchases and inventory management for office operations and equipment maintenance.
- Managed all scheduling and payroll for a team of 45 in a busy fast paced 700 room property
- Trained employees on best practices and protocols while managing teams to maintain optimal productivity.
- Drove client retention and increased revenue by driving effective customer relationship management protocols.
- Automated office operations, managing client correspondence, record tracking and data communications in database and case management software.
- Rolled out branding strategies with effective training and front-line leadership of daily operations.

Front Office Manager, 12/2016 to 03/2018

Loews Hotels – Arlington, TX

- Organized resources and staff necessary to handle requirements and maintain strong service levels.
- Reviewed safety, health and sanitation processes throughout all areas and enforced rules to promote security and safety.
- Assisted with interviewing job applicants by asking appropriate questions and offering insight and feedback.
- Monitored office inventory and Market to maintain supply levels.
- Recruited, trained and developed administrative team to support corporate growth and objectives.
- Orchestrated staff meetings to maintain open communication and quickly address concerns.
- Conducted staff performance evaluations to monitor progress and recommend professional development plan.

Assistant Front Office Manager, 10/2008 to 12/2016

Holiday Inn Mart Plaza – City, STATE

- Coached and counseled employees to enhance performance and eliminate process lags.
- Reported potential safety issues with facility, operational procedures or staff behaviors to protect guests and personnel while minimizing legal liability.
- Organized resources and staff necessary to handle requirements and maintain strong service levels.
- Maintained accurate bookkeeping of important files and ran reports and delivered updates on occupancy and revenues to supervisor.
- Executed staff performance evaluations to monitor progress and recommend professional development plan.
- Orchestrated staff meetings to maintain open communication and quickly address concerns.

Education and Training

Associate of Applied Business: Business , 03/2008

Malcolm X College - Chicago , IL