

William Oliver Rubin

794 East Oyster Drive
Port Isabel, TX 78578
(818) 665-6915
willorubin@gmail.com

Professional Summary

Service-oriented hospitality professional with extensive experience delivering exceptional guest experiences in high-end and fast-paced environments. Excelled at Four Seasons Hotel Montecito, streamlining front desk operations and earning top guest satisfaction scores. Skilled in property management systems, multilingual communication, and team leadership, ready to create welcoming moments at a premier hotel.

Professional Experience

Four Seasons Hotel, Montecito, CA, Front Desk Agent

August 2007 - February 2008

- Handled check-ins and check-outs for 40+ guests daily using Opera PMS, ensuring accurate reservations and billing.
- Boosted ancillary revenue 12% by upselling spa packages and dining experiences tailored to guest needs.
- Resolved guest issues swiftly, achieving 90% positive feedback on satisfaction surveys for personalized service.
- Coordinated with concierge and housekeeping via radio and email to arrange airport shuttles, room requests, and local tours.
- Used conversational Spanish and French to assist international guests, enhancing their stay.

Coffee Bean & Tea Leaf, Montecito, CA, Shift Supervisor

September 2006 - May 2007

- Led a team of 5 baristas during peak shifts, training staff on service standards and improving order accuracy.
- Managed cash handling and POS transactions, reconciling daily sales with zero discrepancies.
- Delivered friendly, efficient service to 100+ customers daily, personalizing orders to build loyalty and repeat business.
- Coordinated inventory restocking and shift schedules, ensuring smooth café operations.

Starbucks, Malibu, CA, Barista & Cashier

October 2002 - August 2003

- Served 200+ customers daily in a high-traffic location, mastering POS systems and maintaining speed under pressure.
- Upsold pastries and seasonal drinks, contributing to a increase in average sales
- Built rapport with regulars through quick, attentive service, earning praise for creating a welcoming vibe.

- Assisted with opening and closing duties, including cash counts and cleaning to meet health standards.

Right Away Inc, Oak Park, CA, Marketing Manager

August 2011 - December 2023

- Crafted customer-focused campaigns, increasing engagement +135% by tailoring messaging to client needs.
- Used Salesforce to track preferences, informing strategies that mirror hospitality's personalized service.
- Worked with teams to meet tight deadlines, sharpening skills in high-pressure, guest-like settings.

Education

Coursework in Business Administration

Santa Barbara City College, Moorpark, CA, 2007

Santa Monica College, Santa Monica, CA, 2004-2005

Skills

Hospitality & Guest Service

- Property Management Systems: Proficient in Opera PMS for reservations, check-ins, and billing
- Guest Relations: Skilled in upselling, conflict resolution, and personalized service delivery
- Concierge Coordination: Experienced in arranging dining, tours, and transportation for guests

Communication & Leadership

- Multichannel Communication: Expert in phone, email, and face-to-face guest interactions
- Team Supervision: Trained and led teams of 5+ in fast-paced service environments
- Languages: Fluent in English; conversational in Spanish and French

Operational & Administrative

- POS Systems: Proficient in processing payments and reconciling daily transactions
- Microsoft Office: Advanced in Excel, Word, Outlook for reports and guest correspondence
- Scheduling Tools: Familiar with HotSchedules for shift planning