

# Sean-Paul Rousseau

Seattle, Washington, United States



seanpauldr@gmail.com



[linkedin.com/in/sean-paul-rousseau](https://www.linkedin.com/in/sean-paul-rousseau)

## Summary

Experienced Billing Coordinator with a demonstrated history of working in the hospitality industry. Skilled in Billing Process, Billing Solutions, and Invoice Processing.

## Experience



### Corporate and Guest Billing Coordinator

Marriott Hotels

Jul 2018 - Aug 2019 (1 year 2 months)

- Assist with guests via telephone and email regarding existing reservations and billing questions
- Set up reservations to ensure a smooth arrival process
- Handle billing of city ledger
- Make adjustments on guest/group accounts
- Take advance deposits and process all third party payments
- Respond to all bank charge backs
- Provide backup assistance for the Reservation Coordinator



### Dispatcher

Marriott Hotels

Sep 2017 - Jul 2018 (11 months)

- Direct interdepartmental workflow
- Receive and direct all incoming phone calls
- Answer and guide guests with general knowledge of the hotel
- Bill any additional charges that a guest may incur through dry-cleaning or extra amenities
- Run and disseminate reports to other departments with pertinent information about current and arriving guests



### Dispatcher

Canyon Ranch

Nov 2015 - Sep 2017 (1 year 11 months)

- Direct interdepartmental workflow
- Receive and direct all incoming phone calls
- Answer and guide guests with general knowledge of the hotel
- Bill any additional charges that a guest may incur through dry-cleaning or extra amenities
- Run and disseminate reports to other departments with pertinent information about current and arriving guests



### Front End Supervisor

Kmart

Aug 2012 - Dec 2014 (2 years 5 months)

- Maintaining merchandising standards for register end caps and inboards
- Manage employee issues regarding attendance, performance, and conduct.
- Deliver appropriate corrective action as needed
- Assist in handling and solving customer needs, issues or complaints



## **Recreation Worker**

City of Tucson

May 2008 - Jul 2011 (3 years 3 months)

- Maintains constant and appropriate communication with participant's parents or guardians, and recreation staff.
- Assures that the facility is prepared for scheduled functions/rentals and that arranged equipment is safe and appropriate.
- Provides service to facility users to assure their comfort and safety by assisting with requests, answering questions or referring to regular staff.
- Assists in planning, organizing, facilitating and evaluating recreational, leisure and social service programs in a wide variety of activities.
- Ensures the safety of program participants by enforcing discipline and behavior policies.
- Participates in weekly site staff meetings and contributes to weekly planning of programs.
- Supports safety programs by adhering to policies and procedures, and reporting accidents and hazardous conditions immediately to a supervisor.

## **Education**



### **Everett Community College**

Associate's degree, Business

2019 - 2021



### **Pima Community College**

Cinematography and Film/Video Production

## **Skills**

Billing Process • Billing Systems • Client Billing • MICROS • Lightspeed • Opera • Multitasking • Billing Services • Third Party Billing • Leisure Industry