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SKILLS

- Luxury customer service
- Multitasking in high volume
- Work, train, and lead in a team
- Manage, balance, and close billing
- Excellent problem solver
- Strong attention to detail
- Maintain and execute company standards

TIANNA LOYER

EXPERIENCE

September 2020 – Current • Pacific Dental Services
Contact Center Representative

- Assisting patients from over 800 dental offices within the company with appointment scheduling, including pediatric and orthodontic patients
- Transitioned to the web case and specialties team within 4 months of standard inbound calls as I had exceeded my starting position's working rate targets and quality standards with a 97% average

January 2018 – September 2020 • Four Seasons Hotel Las Vegas
Front Desk Agent, Trainer, Front Desk Supervisor

- Executed Four Seasons and Forbes standards while bringing my personality to the check in and check out experience, most recently receiving a 100% score Forbes in the Fall 2019 evaluation
- 2nd top seller for 2019 of up to \$20,000 a month which contributed to our team being in one of the highest upselling properties within the entire company, as a supervisor I took on upsell auditing and coaching
- Deescalating various situations regarding negative guest experiences and creating solutions that ensured the guest left happy with the outcome
- Trained 6 agents that successfully passed their own probation periods and further assisted with continued standards testing
- Task forced in Front Desk at the Four Seasons Scottsdale AZ property in November 2019-December 2019.
- Task forced in Front Desk and Housekeeping at Four Seasons Jackson Hole WY from end of July 2020 to beginning of September 2020.

February 2016 – January 2018 • Four Seasons Hotel Vancouver
Front Desk Agent, PBX operator, Kids in the City Coordinator

- Cross trained in the PBX to cover as needed
- Coordinated the seasonal family activities to create lasting memories for our smallest guests and their family

EDUCATION

Vancouver Community College, Vancouver, British Columbia

Hospitality Management Diploma – Graduated April 2017 with a 3.89 GPA

- 2015: Tourism Industry Partners Scholarship Entrance Award
- 2016: Ron and Carole Martens Scholarship

AWARDS

- November 2017: Nominated for Employee of the Month, Four Seasons Hotel Vancouver
- November 2019: Nominated and won Employee of the Month, Four Seasons Hotel Las Vegas