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| JESSE **CLENDENEN**  702-927-1335  **JClendenen09@gmail.com** |
| Summary Highly experienced and relatable individual who is adept at managing interactions with a wide array of personality types with professionalism and courtesy. Able to function well as an independent worker or in coordination with staff and management. Skills  |  |  | | --- | --- | | * Forbes Five-Star Training * Adaptability * Proactive Problem Solving * Self-Motivated | * Critical Thinking * Personable * Empathetic * Expert Multitasker | |

# Experience

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| July 2017 – presenthotel concierge, **wynn las vegas** - Identify guests’ needs by asking probing questions to best recommend personally tailored information pertaining to private transportation, hotel amenities, desired leisure activities, dining, dayclub/nightlife options, and show information.  - Elevated level of service to best meet Forbes 5-Star Standards by applying lessons through the completion of multiple Forbes training courses  - Built relationships with guests through creating special and unique moments for them using their preferences, needs, and special occasions  - Demonstrate exemplary guest conflict management by owning the guest’s experience, coordinate with the appropriate departments, and providing a solution |
| march 2016 – may 2017hotel concierge, mo**nte carlo las vegas** - Design guests’ itineraries to increase revenue on property and MGM Resorts sister properties  - Develop strong relationships with long-term guests resulting in repeat hotel stays, as well as positive guest reviews of concierge interactions  - Strengthened multi-tasking ability by successfully operating 8 different computer systems while managing multi-line phones, responding to urgent emails, and performing other daily job responsibilities november 2014 – march 2016ticket sales representative, **mgm grand las vegas** - Sold tickets and managed crowds for the most influential fight in Las Vegas - Proficient in the use of multiple ticketing computer programs: Archtics, Ticketmaster, Cleo, and Outbox - Working knowledge of all MGM properties shows and attractions - Exhibited excellent guest service/guest recovery skills when faced with problematic situations october 2013 – october 2014student affair maintenance porter, **university of nevada las vegas** - Provide general maintenance support for UNLV technicians - Demonstrated proficiency in taking accurate counts of all items and inventorying the item’s count into Excel - Successfully completed multiple projects under no direct supervision - Maintained a spot free disciplinary record since entering into the workforce april 2012 – march 2013intern, **calvary chapel green valley**- Set up and managed audio & video for various performances - Responsible for maintenance and overall preservation of the facility - Able to effectively work under multiple supervisors - Successfully competed multiple projects under the pressures of a deadline |
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# Education

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| Some Collegeuniversity of nevada las vegas - 72 credits completed whilst maintaining a 4.8 GPA |
| may 2009High school diploma, **calvary chapel green valley christian academy** - Class Valedictorian |

# Certifications

- CompTIA A+ course completion, awaiting certification testing

- CompTIA Network+ courses in progress