

# Maria Lofton

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## WORK EXPERIENCE

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### Mr. Cooper Group

Remote

Customer Service Associate I

2024 - Present

- Handle over 50 inbound and outbound calls daily, offering assistance with payment options, escrow items, and general mortgage inquiries.
- Provide clear and timely information on customer benefits, including Paperless options, mobile app and website features, and IVR services.
- Assist customers with mortgage payments less than 30 days overdue, ensuring prompt resolution and maintaining a customer-first approach.

### 149 Photos

Dallas/Fort Worth, TX

Photographer

2024 - 2024

- Captured and documented weekly progress of construction sites, ensuring high-quality images aligned with company standards.
- Managed multiple routes and schedules, successfully completing assignments within designated timelines.
- Uploaded and organized photos using the company's digital platform, maintaining accuracy and consistency in documentation.

### Hyatt Hotels Corporation

Hyatt Regency Dallas - Dallas, TX

Reservations Agent

2012 - 2024

- Successfully input 90% of all 2024 and 2025 contracts into the system ahead of deadlines, ensuring timely and accurate processing.
- Provided leadership and training to new team members, enhancing team efficiency and knowledge.
- Served as the primary contact for external guests and internal colleagues, addressing inquiries related to Reservations and technology.

Manager, GPGS Technology & Innovation

2012 - 2024

- Served as the primary liaison for ServiceNow, Yapmo, Hyattconnect, BOB, and Sharepoint, addressing technology needs for GPGS hubs globally.
- Managed projects focused on reporting, dashboards, and access requests, driving enhancements to improve operational efficiency.
- Collaborated with cross-departmental teams across multiple locations to align technological solutions with stakeholder communication needs.

Digital Content Support Specialist

2012 - 2024

- Managed global website content workflows for over 1,000 hotel websites, collaborating with a corporate digital team.
- Developed training materials, including videos and resources, to support team and stakeholder proficiency in new software and processes.
- Ensured compliance with brand standards while optimizing website content for SEO effectiveness.
- Reduced ticket completion time from an average of 15 days to 5 days, consistently maintaining this efficiency throughout the role.

Guest Services + Loyalty Program Associate

2012 - 2024

- Served as the primary contact for loyalty program members, addressing membership inquiries and resolving reservation issues.

- Assisted guests with technical difficulties on digital platforms, effectively troubleshooting most errors independently.
- Enhanced team efficiency by sharing valuable resources and knowledge with colleagues.

#### **Enterprise Holdings, Inc./Enterprise Fleet Management**

Dallas, TX

Account Fleet Coordinator

2014 - 2017

- Managed over 40 business accounts, handling fleet-related needs including vehicle acquisition, title arrangements, tax calculations, and billing inquiries.
- Provided expert guidance on customizing Salesforce CRM to meet specific organizational requirements.
- Addressed technical inquiries related to hardware, software, and spreadsheet management, serving as the team's subject matter expert.

Receptionist

2014 - 2017

- Operated the main switchboard and served as the primary point of contact for visitors, ensuring a welcoming and professional first impression.
- Coordinated with the Talent Acquisition and Human Resources teams, assisting with scheduling and logistical support for interviews and recruitment activities.
- Managed the front office by overseeing inventory orders for equipment and uniforms, and coordinating all deliveries efficiently.

#### **City of Irving**

Lee & Cimarron Parks - Irving, TX

Recreation Coordinator

2008 - 2012

- Coordinated and managed an array of recreational programs for diverse age groups, including sports leagues, arts and crafts, and educational activities, ensuring a safe and engaging environment.
- Developed and implemented policies for program registration and participant tracking, streamlining administrative processes and enhancing efficiency.
- Collaborated with city departments, community organizations, and local businesses to create and promote programs tailored to community interests, while conducting evaluations to improve quality and effectiveness.

### **EDUCATION**

Western Governors University

Dec 2020

Bachelor's Degree, Business of IT Management

North Lake College

2012

Associate's Degree, General Sciences

### **CERTIFICATIONS**

Certification in Hospitality & Tourism Management, Florida Atlantic University

Apr 2020

Certified Guest Service Professional (CGSP®), AHLEI (American Hotel &

Nov 2018

Lodging Educational Institute)

### **SKILLS**

Adobe AEM • WordPress • HTML / CSS • ServiceNow • Teamwork • Salesforce CRM • ChatGPT • SharePoint • G Suite