

Jane Smith

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Professional Summary

Experienced professional in hospitality and customer service with over 5 years of experience managing hotel operations, coordinating events, and ensuring excellent guest experiences. Skilled in team leadership, communication, and organizational management.

Skills

- Customer Service & Client Relations
 - Event Planning & Coordination
 - Team Management & Training
 - Inventory & Resource Management
 - MS Office Suite (Word, Excel, PowerPoint)
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Work Experience

Hotel Manager | Grand Hotel Suites | Jan 2020 – Present

- Supervised daily hotel operations, ensuring high-quality guest services.
- Coordinated events and conferences, managing teams of 15+ staff members.
- Implemented inventory management system to reduce waste and costs.

Front Desk Supervisor | City Inn | Mar 2017 – Dec 2019

- Managed check-in/check-out processes and resolved customer complaints.
 - Trained new staff on hospitality standards and operational procedures.
 - Assisted with budgeting and monthly reporting to senior management.
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Education

Bachelor of Arts in Hospitality Management | University of Example | 2013 – 2017

Certifications

- Certified Hotel Administrator (CHA)
 - Event Planning Professional Certificate
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Projects

Hotel Event Optimization

- Developed a scheduling and workflow plan that improved event coordination efficiency by 20%.

Customer Feedback Program

- Implemented a structured feedback collection system to improve guest satisfaction scores.