

FRONT DESK AGENT FRONT DESK AGENT FRONT DESK AGENT - STAYBRIDGE SUITES

Odessa, TX To Acquire A Challenging Position in An Environment Where I Can Best Utilize My

Skills and Higher Education. Work Experience FRONT DESK AGENT STAYBRIDGE SUITES -

Odessa, TX October 2018 to Present Greet, register, and assign rooms to guests. Answer and

route calls as appropriate; take guest messages with accuracy. Responsible for cash drawer

contents and transactions during shift. Maintain accurate records including cash flows, registration

card, reservation cards, and property walks. Assist with sales and marketing efforts as directed by

the General Manager. Schedule wake-up calls as requested. CUSTOMER SERVICE

REPRESENTATIVE NATIONSTAR MORTGAGE - Longview, TX February 2017 to June 2017

Assisted borrowers with late charge waiver, due date change, and other loan maintenance requests.

Helped customers with information about company products and services to generate additional

revenue through cross-sell/up-sell opportunities. Provided payoff statement quotes, including

prepayment penalty and refund calculations. Recorded data and verified information toward the

processing telephone draft payments. OFFICE ADMINISTRATOR COTTLE-PEARSON FUNERAL

HOME - TOTAL HUMAN RESOURCES, INC - Overton, TX August 2016 to February 2017 905

SOUTH COMMERCE, OVERTON, TX 75684 (903) 834-3111 AUGUST 15, 2016 - FEBRUARY 26,

2017 Compared, evaluated, and offered solutions to customers to best meet their needs and

circumstances. Greeted customers, patrons, or visitors. Managed funeral home finances,

including receiving payments or performing general bookkeeping duties. Obtained burial permits,

registered deaths, and prepared other administrative documents. Performed various administrative

tasks, such as answering telephone calls and generated funeral service and memorial stationery

pertaining to the descendant. SYSTEMS SUPPORT ENGINEER I TEKSYSTEMS - ALLEGIS

GROUP - Tyler, TX May 2014 to April 2015 Assisted engineers in technical operations and

ensured utilization of all tools efficiently. Maintained optimal level of customer satisfaction, as well

as identified all customer issues and recommended an appropriate resolution. Prepared all

required repair documents and equipment proposals to ensure compliance to all organization

guidelines. Supported help desk operations in addition to all internal and external customers and

managed all products according to customer requirements. Education BACHELOR'S DEGREE UNIVERSITY OF PHOENIX June 2020 ASSOCIATE DEGREE UNIVERSITY OF PHOENIX May 2014 HIGH SCHOOL DIPLOMA KILGORE HIGH SCHOOL May 2008 Skills 55 WPM, QUANTITATIVE, ACCOUNTING, MICROSOFT OFFICE, PROBLEM SOLVER Additional Information Skills & Abilities Ability to input 55 WPM. Capable of planning, organizing, and prioritizing work. Experienced in analyzing quantitative data. Proficient decision maker and problem solver. Skilled at Microsoft Office and Accounting software.

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