

SALES SYSTEMS ADMINISTRATOR SALES SYSTEMS ADMINISTRATOR SALES SYSTEMS
ADMINISTRATOR - PARK HYATT CHICAGO Chicago, IL Work Experience SALES SYSTEMS
ADMINISTRATOR PARK HYATT CHICAGO August 2017 to Present Responsible for assisting the
Director of Sales & Marketing, Director of Transient Sales & General Manager Maintain utmost
discretion when handling confidential information within the Sales & Executive Offices Responsible
for preparing reports and maintaining the different sales systems Assist with Group reservations
and billing Responsible for monthly department expenses & budgeting Responsible for
thoroughly reviewing & approving all sales/events contracts Prepare weekly/monthly Production
and Revenue Reports Purchase and maintain office supply inventory Manage trade partnerships
Manage VIP hotel & restaurant reservations Responsible for commission payout for Groups
Complete monthly expense reports for DOS & GM Perform general office duties, including
answering multi-line phones, routing calls or messages to appropriate staff, creating memos, filing,
calendar management and handling incoming & outgoing mail. FRONT OFFICE/RESERVATIONS
SUPERVISOR PARK HYATT CHICAGO February 2012 to August 2017 Supervised the day-to-day
operations of the front office staff Responsible for handling guest issues Responsible for
coaching & training the front office hosts Managed guest room inventory Responsible for making
and updating hotel reservations Handled guest billing inquiries and folio requests Covered shifts
as the Manager On Duty Built Group Rates for Sales & Events Managed Opaque Bookings
Handled group billing Managed 3rd party commissions on a monthly basis Assisted with
shipping & receiving needs for guests COMMUNICATIONS SUPERVISOR PARK HYATT
CHICAGO December 2008 to February 2012 Supervised a team of 7 in our
Communications/Reservations Department Supervised the day to day operations along with the
Front Office Manager Qualified Trainer for the Park Hyatt Chicago Handled guest billing inquiries
and receipt requests Responsible for ordering all supplies for Communications & Front Desk
Managed over 100 phone calls daily on multi-line switchboard Responsible for communicating
information about our VIP Guests to entire Hotel staff Managed Payroll for the Communications
Department Education MEDICAL ASSISTING NORTHWESTERN BUSINESS COLLEGE 2003 to

2004 H.S. DIPLOMA CARL SCHURZ HIGH SCHOOL 1994 to 1998 Skills Customer service, Multi-line, Switchboard, Time management, Operations, Problem solving, Bookkeeping, Excel, Microsoft office, Outlook, Powerpoint, Windows 7, Oracle, Opera Links <http://linkedin.com/in/denise-johnson-87b174b4> Additional Information SKILLS PROFESSIONAL: Hospitality Management Group Sales & Events Operations Customer Service Hospitality Management Time management & Problem solving Strong attention to detail Problem Solving TECHNICAL: Microsoft Office (Excel, PowerPoint & Outlook) Oracle, Markview & Birchstreet Multi-line switchboard Opera PMS Windows 7 Bookkeeping

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