**Haley Parker**

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**Experience**

**May 2017 – July 2018: Front Desk, Night Auditor, Baymont Inn** – Friendly and professional front desk receptionist for a 100+ room, high-volume hotel. Front desk duties included managing registration for all rooms, 75% of which were permanently held by a single company and averaged a daily turnaround time of 14-16 hours.

* Ability to work under pressure in a high-stress environment to manage and resolve guest issues or complaints with a positive and professional attitude.
* Required to learn and use multiple reservation systems for different guest types, handling room assignments, and processing hotel documents.
* Collected and verified all guest identification and payment information with strict adherence to proper procedure to ensure sensitive guest information such as personal identification and credit card data was protected.
* Set up, stocked, and restocked continental breakfast items such as food, drinks, and other supplies in a clean and organized manner to ensure that guests had a consistent and appealing selection of items. Closely followed company standards at all times to ensure food safety guidelines were met.
* Conduct night audit procedures in a timely and accurate manner while maintaining a consistent front desk presence.
* Responsible for directing guest transportation to and from the hotel via company-owned shuttle.
* Volunteered to cross-train in housekeeping and laundry duties to help out when short staffed.
* Trained new associates on all front desk duties.

**August 2016 – May 2017: Housekeeper and Caregiver, Help at Home, LLC** – Provided in-home, non-medical assistance with activities related to everyday life to the elderly and impaired.

* Worked with patients from a wide range of backgrounds, all with varying needs and requirements.
* Provided each patient individualized care while showing professionalism, respect, and compassion.
* Established and maintained effective communication and a professional relationship with clients and family members.
* Observed and noted any sudden changes in the client's mental, physical, or emotional condition as well as their home situation, and maintained records of patient care, condition, progress, and problems. Reported regularly to home health nurse and case manager to discuss these observations on the patient's condition.
* Maintained compliance with company-provided Crisis Prevention and Intervention (CPI) training.
* As a Missouri licensed Level 1 Medication Aid, helped with administering prescribed medications under the written direction of physician or as directed by home care nurse.
* Assisted patient with activities of daily living: eating, dressing, grooming, and bathing, as well as help moving in and out of beds, baths, wheelchairs, or automobiles.
* Assisted in meeting nutritional needs by providing meal planning, meal preparation, grocery shopping, dishes, kitchen organization, and clean-up.
* Closely followed company guidelines and training to protect the patient's privacy and maintain HIPPA compliance.

**Skills**

* Excellent customer service skills along with a friendly and professional demeanor at all times.
* Proficient with the Microsoft Office suite of tools, including Word, Excel, PowerPoint, and Outlook.
* High level of computer literacy and the ability to quickly understand and operate new and different software applications.
* Willing to work demanding schedule if required, including nights and weekends.
* Always maintain a clean and organized work space.
* CPR and First Aid certified. Missouri licensed Level 1 Medication Aid
* Trained in Crisis Prevention and Intervention (CPI).

**Education**

Butler County Community College, 2016

Graduate, Andover Central High School, 2013