

ZACKARY DAVIS

RELATED WORK EXPERIENCE

COLLECTIONS & ARCHIVES INTERN

Dallas Historical Society, Dallas, TX / January 2021 - present

- Organizing and describing archival materials
- Assisting with the preservation of collection items
- Working on a large collection with a staff member and/or supervisor
- Assisting with overall collections management and care

RELATED COURSES

- Law and Legal System, State and Local Government
- American Government
- Intro to International Relations, Public Policy, Comparative Politics

WORK EXPERIENCE

HOTEL GUEST SERVICE AGENT

Holiday Inn Express & Suites, Dallas, TX / January 2021 - present

- Check guests in and out efficiently and in a friendly manner
- Promptly and effectively deal with guest complaints and requests
- Be very knowledgeable of IHG Rewards program and promotions
- Develop a thorough knowledge of the hotel, local area, room rates, amenities, and selling strategies
- Answer phones in a prompt and courteous manner
- Have a thorough knowledge of emergency and security procedures
- Offer and properly handle requests for wake up calls
- Ensure all credit cards, cash, and change fund are balanced throughout each shift
- Review guest surveys, guest reviews on brand site, and Trip Advisor

FRONT DESK AGENT & CUSTOMER SERVICE

Holiday Inn Express, Morgantown, WV / August 2019 - November 2020

- Welcomed guests in a friendly, prompt and professional manner
- Answered phones in a prompt and courteous manner
- Registered guests, issue room keys, provide information on hotel services and room location
- Provided guests with tourist information, directions and local dining choices
- Accurately process all cash and credit card transactions in accordance with established procedures
- Assisted guest immediately with any outstanding requests or concerns
- Communicated any outstanding guest requests or issues to management that may require additional monitoring or follow-up
- Assisted in training new staff on front desk system, practices, etc.

HOUSEMAN & HOUSEKEEPER

Morgantown Marriott, Morgantown, WV / February 2017 - July 2019

- Cleaned common areas including lobby, breakfast area, public restrooms, hallways and any other spaces, as assigned
- Stocked housekeeping carts with supplies and clean linen, while removing soiled linen
- Assisted housekeepers with retrieving extra supplies and clean linen as needed
- Identified and address minor maintenance issues throughout hotel, notifying Chief Engineer when appropriate
- Fulfilled guest requests made to front desk staff, including but not limited to toiletries and linens
- Filled in for housekeeping shifts, as needed and cleans rooms in accordance to specific brand and company minutes per room standard

CONTACT

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SUMMARY

Recent college graduate with a degree in History and a minor in Political Science who is experienced in customer service, research, and archives looking to establish my career in the historical, law, and business field.

EDUCATION

WEST VIRGINIA UNIVERSITY

August 2016 - August 2020

B.A. History

Minor: Political Science

Major GPA: 3.6

SKILLS

Microsoft Office Suite

Google Cloud

Customer Service Oriented

Analytical and Communication Skills

Catalog & Database Research

Research Methods

Problem Solving

Archives

Fact Checking

Editing & Writing

Detail Oriented

Oral Presentations

French Language (Intermediate)