**TOMIKA NUNNELLY**

4601 SE 39th Ave, Apt #204

Portland, OR 97202

(503) 719-1693

[tomika.nunnelly@yahoo.com](mailto:tomika.nunnelly@yahoo.com)

**CAREER OBJECTIVE**

A position utilizing my strong background in management, supervision and customer service.

**SUMMARY OF QUALIFICATIONS**

Dedicated professional with over six years experience and proven record of success in customer service. Demonstrated strong leadership in supervisory and management positions. Ability to be exceptionally productive in a high volume, high stress environment. Recognized for loyalty, hard work, and excellent organizational skills. Detail oriented with outstanding verbal and written communication skills. Expertise in:

**Management/Supervision Customer Service Problem Resolution**

**Teambuilding Customer Relations Report Writing**

**PROFESSIONAL EXPERIENCE**

**Shred It**, North Little Rock, AR July 2010-June 2013

ACCOUNTING ASSISTANT

Process invoices and log into “received file” before mailing. Review consolidated billing statements and handle to conform to company standards. Responsible for daily data entry for all customers’ serviced by both our central and northwest office; enter information in spreadsheet. Respond to customer calls to set up auto pay and request appropriate credit card data. Diplomatically resolve customer complaints as needed.

**Hilton**, Concord, CA July 2004-June 2010

*Hilton Worldwide is the leading global hospitality company.*

ASSISTANT DIRECTOR OF FRONT OFFICE

Provided assistance to Director in administration and management of all Front Office operations. Supervised a shift of 4 to 10 employees. Monitored quality standards to ensure guest satisfaction, profitability and costs control. Oversaw lobby traffic and adjusted staffing as required. Reviewed VIP reservations and confirmed proper check-in. Interviewed, trained, supervised, counseled, scheduled and evaluated staff. Created Front Office Training Manual. Balanced money; prepared and filed reports.

* During tenure, selected as Employee of the Month seven times.
* Received the highest scores for Front Office on guest surveys.
* Awarded Certificate of Achievement for continued support of the HHonors Program and for commitment to excellence in the delivery of program benefits.

GUEST SERVICE MANAGER

Managed the daily activities of Front Desk team members to ensure maintenance of quality service in compliance with Hilton standards. Assisted in all areas of guest services. Hired, trained, evaluated, counseled, scheduled, and supervised front desk staff. Conducted staff meetings, which included a review of hotel standards, departmental procedures, and operating issues. Prepared schedules for staff to ensure adequate coverage and effectively controlled labor costs. Resolved guest complaints as needed.

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FRONT OFFICE SUPERVISOR

Oversaw front desk operations. Provided leadership to ensure the highest level of customer service. Booked reservations and checked guests in and out of hotel.

GUEST SERVICE AGENT

Greeted guests in the lobby and provided assistance in a variety of areas. Handled guest check-in and check-out; prepared associated reports.

PBX OPERATOR

Answered inbound calls.

**Andy’s Dairy Freeze**, North Little Rock, AR May 2001-June 2004

NIGHT SHIFT MANAGER

Managed operations of night shift. Supervised and motivated employees. Scheduled employees and delegated responsibilities to comply with company rules and regulations. Closed cash drawer and store at end of shift. (Started work at front window taking orders and handing out food; rapidly promoted to night shift manager.)

**EDUCATION**

*High School Diploma*, Mt. Diablo Adult Education, Concord, CA, 2004

*Additional Training:*

Situational Leadership II – Ken Blanchard, through Hilton Concord

Focus HHonors – through Hilton Concord

**SKILLS**

*Computer:* Microsoft Word and Excel; Hilton system OnQ

*Office:* Type 50 wpm

**REFERENCES**

Available upon request.

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**REFERENCES**

Anita Anthony

106 Prospect Trail

North Little Rock, AR 72118 (501) 779-0590

Meagan Burger

2060 Deerwood Drive

Martinez, CA 94553 (925) 360-8884

Jason Johnson

479 CR 209

Eureka Springs, AR 72632 (479) 263-0169