**Lillian Weber**

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(503) 467-6770

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**Employment Objective:** Challenging and rewarding position in a busy and exciting environment.

**Summary of Qualifications:**

• Extensive customer service experience, friendly and warm demeanor

• Ability to learn quickly, work independently or with a team in a fast-paced setting

• Ability to multi-task and to organize efficiently

• Basic computer skills and facility in mastering new programs

**Experience:**

TRUMP SOHO HOTEL, New York, NY, June 2012-October 2013

Attaché Coordinator

• Greet and guide guests, facilitate guest experience

• Review all reservations and communicate with appropriate departments to fulfill guest needs

• Coordinate special requests and occasions for VIP and high profile guests

• Maintain extensive email communication with guests and vendors

TRUMP SOHO HOTEL, New York, NY, March 2011-June 2012

Housekeeping Office Coordinator

• Communicate requests between guests, room attendants, and Front Office

• Coordinate daily and evening room services

• Administrative work: filing, tracking attendant credits, etc.

SPORTIME NY PRIVATE TENNIS CLUB, New York, NY, August 2010-March 2011

**Receptionist**

• Extensive interaction with members, on the phone and in person

• Schedule courts, lessons, and treatments

• Facilitate member experience

• Administrative work

PORTLAND RUNNING COMPANY, Portland, OR, 2007-2010

**Shoe Salesperson**

• High-volume, personalized customer interaction

• Gait analysis and shoe fitting

• Reorganize inventory

• Computer trouble-shooting

ARMORY CAFE, Portland, OR, May 2010-August 2010

**Prep. Cook, Cafe Staff**

• Take customer orders

• Prepare food and drinks

• Wash dishes, clean, closing tasks

• High-volume food preparation for catering

CHAPMAN UNIVERSITY PHONATHON, Orange, CA, February, 2009-May, 2009

**Phonathon Caller**

• Call previous donors to ask for renewals of support

• Call non-donors to promote involvement with Alumni giving

• File alumni data according to donation status