# Andrew Salmon

#### Front Office Representative

Energetic Customer Service Representative with 10+ years of experience resolving complex customer inquiries. Passionate about building strong customer relationships, driving brand loyalty, and increasing customer engagement.



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## **SKILLS**

**Excellent Customer Service** 

Verbal Communicating Skills

Strong negotiation skills

Motivator

Strength Trainer

### **WORK EXPERIENCE**

#### FRONT OFFICE REPRESENTATIVE

Parker New York (a Hyatt affiliate)

12/2007 - Present New York, New York

Achievements/Tasks

- Greeted and registered guests to the hotel in a fast paced and demanding environment by providing prompt and courteous customer service skills
- Generated hotel sales up to an average of \$3,000 monthly in room upgrades and additional services
- Proficient into using OPERA hotel's operating system and Hyatt Reserve into creating reservations and updating guest's personal and billing information
- Provide guest services by solving problems, satisfying requests, operating phone console, organizing arrival and departure bills, reservations and security

#### PERSONAL TRAINER, GROUP FITNESS INSTRUCTOR

Newport Swim & Fitness

08/2015 - 12/2016 Newport, New Jersey

Achievements/Tasks

- Created and conducted new orientations & personal fitness workouts for new and retaining clients averaging 10-20 sessions a week
- Taught group fitness classes such as aqua, kickboxing, cycling, sculpt and core training
- Created and retained new and old members into current membership plans using excellent customer service

#### SPORTS INFORMATION DATA ADMINISTRATOR

Monroe College

04/2005 - 04/2006 Bronx, New York

Achievements/Tasks

- Official in-game statistician to the 2006 NJCAA National Champions Monroe Mustangs Female Basketball Team
- Entered in-game data using Cyber-sports to create media & Press kits, for the New Post, New York Daily News, and News 12 in the Bronx
- Created a profile for each player providing photos and stats along with bios to the Director of Public Relations, for the weekly new letter and Media Kits

# **EDUCATION**

### BACHELOR OF SCIENCE IN SPORTS MANAGEMENT/MINOR IN BUSINESS ADMINISTRATION -**3.5GPA**

Saint Johns University

09/2001 - 05/2006 Queens, New York