

Vanessa Martin

69 East Robbins Avenue
Newington, CT06111
Phone: (860) 371-8121
Email: vwatras@yahoo.com

OBJECTIVE

To gain employment with a business firm to enhance my business skills and experience.

QUALIFICATION HIGHLIGHTS

- Employee of the Year – 2008 – Crowne Plaza – Cromwell
- Broad based administrative skills and management encompassing human resource tasks, customer service, purchasing, book keeping to marketing and business development.

WORK EXPERIENCE

Executive Administrative Assistant at the Crowne Plaza – Cromwell (2007 – present)

- Attend designated meetings, take minutes, transcribe and distribute.
- Document all guest requests/complaints and communicate such to respective personnel for proper handling.
- Handle guest complaints by ensuring guest satisfaction.
- Promote positive relations with guests and employees.
- Coordinate travel arrangements and hotel reservations as required for the General Manager's and other key executives business travel needs.
- Maintain confidentiality and security of specified hotel information, correspondence, reports and files.
- Provide clerical/secretarial support to other key executives.
- Ability to maintain confidentiality of guest information and designated hotel data.

Sales & Catering Coordinator at the Crowne Plaza – Cromwell (2006 – 2007)

- Answering the telephone and assisting clients directly if possible or routing the call to the appropriate sales manager
- Prepare correspondence, memos, B.E.Os, Daily Event Sheets, Daily Change Sheets, and reports as assigned and distribute according to hotel standards
- Arrange sales kits and wedding kits for managers
- Act in a pro-active manner by identifying events scheduled in advance and completing tasks needed to make these events successful
- Assist managers in detailing small events

Customer Service at Shaw's Supermarket, Newington, CT (2001 – 2006)

- Answer Telephone
- Assist customers with returned merchandise, overcharges, and over rings

Team Captain at Shaw's Supermarket, Newington, CT (2003 – 2006)

- Responsible for opening store
- Manage front end
- Reconciled cash at the beginning of the day
- Supervise co-workers – help if assistance is needed
- Resolve customers questions and concerns

Front-End Clerk at Shaw's Supermarket, Newington, CT (2001 – 2006)

- Greet customers, take orders, process payments
- Resolve customers questions and complaints
- Assist customers in sales purchases through product knowledge

Specific Experience Qualifications

- Extensive in Microsoft Office (Word, Excel, PowerPoint ,Outlook)
- Strong organizational skills
- Good written and verbal communication skills
- Ability to multi-task
- Customer focused

EDUCATION

- Central Connecticut State University
New Britain, CT 2002 – 2006
Bachelor of Business, Business Management
- Southern Connecticut State University
New Haven, CT 2001 – 2002

REFERENCES

Available Upon Request