Vanessa Martin

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**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