Meghann Furtado

111 Colony Drive

Winsted, CT 06098

(860) 379-2833

**Education:**

**Gibbs College, Norwalk, CT - 1998**

Executive Assistant Certificate

**Naugatuck Valley Community Technical College, Waterbury, CT - 1997**

Took courses in Art, Computer Graphics and English

**Danbury High School, Danbury, CT -1997**

High School Diploma

**Experience:**

**Courtyard by Marriott, Danbury, CT – 2008 to present**

**Sales Associate**

Responsible for handling group bookings. Provide tours of hotel and communicate information to potential clients. Main point of contact from initiation through completion of contracts. Assist with booking meeting space for clients.

**Courtyard by Marriott, Danbury, CT- 2005 to 2008**

**Guest Service Associate**

Provide exceptional customer service to guest checking into the hotel and making reservations. I have received numerous excellent reviews on comment cards from guests and received several awards from Marriott for my "Spirit to Serve". I am a certified new hire trainer and assist new employees joining the team. I handle quality assurance for accounts receivable third party billing system. Help manage daily cash deposits for property. Responsible for maintaining hotel inventory supplies. I have been asked by management to assist on many projects and brought many ideas to the company in which they use on a daily basis.

**Cendant Mobility, Danbury, CT 2000-2005**

**Move Specialist**

Responsible for providing technical expertise relating to household goods move by interacting with Client Services consultants and the customer. Provide support to client services teams, clients, van line suppliers and customer. Analyze and input estimate information. Conduct quality assurance calls with the customer. I was on the committee for the Moving Services Departments Awards and Recognition as well as the departments’ newsletter.

**Cendant Mobility, Danbury, CT. 1999 - 2000**

**Administrative Assistant**

Support a Director, two managers and a team of twenty-five people. Organize meetings, make travel arrangements, administer reports, create and maintain files systems, prioritize assignments, data entry and operate heavy phone system.

*References available upon request*