

Aisha Khan

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OBJECTIVE

Dedicated hospitality professional seeking a guest services or front-desk role that emphasizes customer experience, communication, and operational efficiency.

EDUCATION

UNIVERSITY OF DENVER

B.A. IN HOSPITALITY MANAGEMENT

Grad. May 2020 | Denver, CO

GPA: 3.7 / 4.0

ARAPAHOE COMMUNITY COLLEGE

ASSOCIATE DEGREE IN BUSINESS

Grad. May 2018 | Littleton, CO

GPA: 3.6 / 4.0

LINKS

LinkedIn:// aishakhan

Portfolio:// aishakhan

Instagram:// @hospitalityaisha

COURSEWORK

HOSPITALITY

Front Office Operations

Hotel Revenue Management

Customer Relationship Management

Event Planning Logistics

Service Quality Assurance

SKILLS

SOFTWARE

Opera PMS • Salesforce • Google

Workspace

MS Office Suite • Canva • Zendesk

LANGUAGES

English • Spanish (Conversational)

SOFT SKILLS

Communication • Conflict Resolution

Multi-tasking • Team Collaboration

EXPERIENCE

HILTON GARDEN INN | GUEST SERVICES ASSOCIATE

Aug 2021 – Present | Denver, CO

- Manage front desk operations including guest check-ins, check-outs, and room assignment using Opera PMS.
- Address guest concerns, coordinate special requests, and ensure a seamless hospitality experience.
- Collaborate with housekeeping and maintenance teams to streamline room readiness.

MARRIOTT INTERNATIONAL | FRONT DESK INTERN

Jan 2021 – Jun 2021 | Denver, CO

- Assisted senior staff in handling guest relations and reservations.
- Improved workflow by organizing digital documentation for daily reports.

PROJECTS

GUEST EXPERIENCE IMPROVEMENT INITIATIVE

2022 | Hilton Garden Inn

Led a 3-month initiative to analyze guest feedback, reduce check-in delays, and improve satisfaction scores from 87

EVENT COORDINATION FOR CORPORATE RETREAT

2020 | University of Denver

Organized logistics, catering, and scheduling for a 120-person retreat as part of capstone coursework.

TRAINING

CUSTOMER SERVICE EXCELLENCE CERTIFICATION

American Hotel Lodging Educational Institute

Completed a 40-hour program in service excellence, conflict resolution, and hospitality communication.

HOTEL OPERATIONS BOOTCAMP

Marriott Learning Academy

Hands-on modules in room operations, reservation systems, and guest service protocols.

PUBLICATION

ENHANCING GUEST LOYALTY THROUGH PERSONALIZATION

Published in the *Student Journal of Hospitality Studies*, 2020.