

Aisha Khan

<https://aishakhan.example.com>
aisha.khan@email.com | +1-555-202-1188

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.