


MIA G. WATSON

CUSTOMER SERVICE REPRESENTATIVE

CONTACT

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Portland, OR 
[LinkedIn](#) 

EDUCATION

High School Diploma
Lincoln High School
2010 - 2014
Portland, OR

SKILLS

Opera
Zoho CRM
Micros
Expedia
IDeaS
Assa Abloy
Medallia
Slack

CERTIFICATIONS

Certified Hospitality
Administrator - CHA

WORK EXPERIENCE

Guest Service Representative

Ace Hotel Portland

2020 - current / Portland, OR

- Helped improve the online review rating from 3.2 to 4.8 stars using GuestRevu, positively impacting Ace Hotel Portland's reputation
- **Improved front desk efficiency by 26%** with the help of Hotello, resulting in shorter wait times and smoother guest experiences
- Achieved a 97% complaint resolution rate, which demonstrated effective problem-solving and guest service skills
- Maintained a repeat guest rate of 67% to showcase high guest loyalty and satisfaction

Reservations Agent

The Heathman Hotel

2017 - 2020 / Portland, OR

- Leveraged Hotel Engine to **maintain a reservation conversion rate of 81%**, effectively converting inquiries into bookings
- Reduced average response time by 54%, resulting in quicker issue resolution and improved guest experience
- Decreased cancellation rate by 28% by implementing proactive communication with guests on Whistle
- Attained reservation accuracy rate of 98% with the help of Cloudbeds and minimized booking errors and guest dissatisfaction

Housekeeping Staff

Hilton Portland Downtown

2014 - 2017 / Portland, OR

- Optimized laundry operations, achieving a 23% increase in laundry processing efficiency by streamlining procedures
- Collaborated effectively with the housekeeping team on Flexkeeping, which contributed to a 16% decrease in turnaround time for cleaning large suites and common areas
- Implemented RFID inventory management system, **resulting in a 24% reduction in housekeeping supply costs**
- Realized an average room turnover rate of 91% by ensuring efficient and timely cleaning of guest rooms between check-out and check-in