

# MIA G. WATSON

CUSTOMER SERVICE REPRESENTATIVE

## CONTACT

miagwatson@email.com   
(123) 456-7890   
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