**ROFESSIONAL**

**UMMARY**

**DUCATION**

**ORK**

**H**

08/2014

to

07/2015

08/2014

to

07/2015

09/2013

to

08/2014

**P**

**E**

2011

2009

**W**

07/2015

to

**S**

**ISTORY**

11/2015

**ANTOINETTE SANDS**

200 Loockerman Street Apt 204, Dover, DE 19904

Cell: 757-541-7483 - srsands88@gmail.com

Highly successful at juggling multiple priorities while delivering superb service.  
Background in customer service and support and accustomed to managing difficult client  
situations. Skilled in developing and training teams. Focus in growing as a manager with  
Human Resource or general manager. Highly-accomplished and detail-oriented  
professional. Successful at attaining business goals through in-depth financial analysis,   
budget strategy design, and sales development and execution.

**Bachelor of Arts**: **Human Resource Management**  
**Hood College** - Frederick, MD

**Associate of Science**: **Business Administration**  
**Tidewater Community College** - Norfolk, VA

**Front Desk Agent (Starwood Property)**

**Westin DC City Center** – Washington, DC

Greeted, registered and assigned rooms to guests of hotels or motels.  
Greeted and registered guests and issued keys.  
Answered department telephone calls within 100+ rings, using correct salutations  
and telephone etiquette.  
Posted charges for rooms, food, liquor, or telephone calls, to ledgers manually or by  
using computers.  
Promoted the hotel brand through offering programs increasing sales within the  
hotel.  
Verified customers' credit and established how the customer would pay for the  
accommodation.

**Front Desk Clerk**

**Navy Lodge** – Washington, DC

Greeted and welcomed all hotel guests with a smile.  
Escorted guests to their assigned rooms, including transporting their luggage.  
Reviewed account information and charges with guests during check-out.  
Delivered messages, mail and packages left for guests and hotel facilities in a timely  
manner.

**Overnight Backroom Team Member**

**Target** – Washington, DC

Keep store stocked in an efficient and detailed manner  
Organized racks and shelves to maintain the visual appeal of the store.  
Stocked shelves and supplies and organized displays.

**Consumables Team Leader**

**Target** – Dumfries, VA

Interviewed job candidates and made staffing decisions.  
Shared best practices for sales and customer service with other team members to help  
improve the store's efficiency.  
Generated repeat business through exceptional customer service by welcoming them  
and locate items.  
Handled all customer relations issues in a gracious manner and in accordance with  
company policies.  
Operated a cash register for cash, check and credit card transactions.  
Cleaned and organized the store, including the checkout desk and displays.

Checked temperatures of freezers, refrigerators, and heating equipment to ensure  
proper functioning  
Keeping track of old and new items, and rotating stock; manage food delivery

10/2006 to 09/2013 **Backroom Day Team Member**

**Target** – Chesapeake, VA

Stocked and replenished merchandise according to store merchandising layouts.  
Priced merchandise, stocked shelves and took inventory of supplies.  
Cleaned and organized the store.  
Welcomed customers into the store and helped them locate items.  
Shared best practices for sales and customer service with other team members to help  
improve the store's efficiency.  
Organized racks and shelves to maintain the visual appeal of the store.  
Stocked shelves and supplies and organized displays.  
Demonstrated use and care of merchandise.

08/2009 to 12/2011 **Admission Student Worker**

**Hood College Admission Office** – Frederick, MD

Answered and quickly redirected calls.  
Directed guests and routed deliveries and courier services.  
Answered and managed incoming and outgoing calls while recording accurate  
messages.  
Opened and properly distributed incoming mail.  
Greeted numerous visitors, including VIPs for school events.  
Maintained a clean reception area, including lounge and associated areas.  
Assisted with school event planning.  
Trained new employees on data entry software.

**SKILLS**

Front desk experience Service-oriented  
Creative problem solver Types 55 WPM  
Quick learner Professional phone etiquette  
Excellent communication skills Database management  
Cash register operations Organized and detailed  
Opening and closing procedures MS Windows proficient  
Active listening skills Advanced Excel spreadsheet functions  
Credit card transactions