

STEVANIE KANTER

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SUMMARY

Productive and organized professional with hands-on experience in client facing environment and customer support. Strong coordination experience in event management and Sales and Catering. Innovative, self-motivated with outstanding communication skill, analytical abilities and great attention to detail. Dedicated and customer focused with more than eight years' experience in the Hospitality Industry. Adapt at leading teams and multi-tasking on various projects.

SKILLS

- Customer service
- Creative problem solver
- Communicative leader
- Administrative oversight
- Salesforce platform
- Microsoft Office proficient
- Sales & Events Management Solution
- Superior organization skill
- Team leadership
- Property Management System Solution

EXPERIENCE

CUSTOMER SUPPORT ANALYST, AMADEUS HOSPITALITY PORTSMOUTH, NH

AUGUST 2019 – PRESENT

- Provide frontline support and troubleshoot Sales & Events Management products issue
- Maintain documentation on client-related issues and communicate resolutions
- Collaborate with team members, management, and Amadeus personnel on client issues
- Demonstrate time management skill while maintaining the highest level of customer satisfaction

CATERING SALES COORDINATOR, COLWEN HOTELS PORTSMOUTH, NH

AUGUST 2017 – AUGUST 2019

- Answering calls, pre-qualify leads, book and details in-house meeting and events
- Supervise and collaborate with operations to ensure event success
- Responsible for processing large sum of invoices
- Introduced and trained staff on new point of sale system
- Developed and created more effective system for billing and invoices

OFFICE ASSISTANT, MARTURIA PRESBYTERIAN CHURCH ROCHESTER, NH

JUNE 2011 – FEBRUARY 2018

- Producing weekly bulletins and controlling inventory and order supplies
- Responsible for maintaining all documents and producing reports
- Worked directly with Church leaders on various projects and tasks
- Established effective system for record retention by creating database on Excel for daily use

EDUCATION

BACHELOR OF SCIENCE: HOSPITALITY MANAGEMENT UNIVERSITY OF NEW HAMPSHIRE, DURHAM NH

MAY, 2017

Eta Sigma Delta 2016-2017, HSMAI 2017, Presidential Scholar

ASSOCIATE OF SCIENCE: HOSPITALITY MANAGEMENT GREAT BAY COMMUNITY COLLEGE, PORTSMOUTH, NH

MAY, 2015

Hospitality Club Officer 2013-2015, Kappa Beta Delta 2014-2015, Student Ambassador 2014-2015