

XXXXX XXXXXX

XXX Precila Avenue, San Francisco, California – 94110

Contact: 415 595 XXXX E-mail: XXXXX@yahoo.com

---

## Customer Service ~ Hotel Concierge ~ Front Office Management

---

Profoundly Talented and resourceful Hotel Concierge with **12+ years' rich experience** in assisting with guests with reservations, area locations and any other personal needs they may have. Possess keen business acumen in analyzing and understanding business requirements, customer-value maximization and developing new business processes and revenue streams. Possess excellent organizational, communication and selling skills. Huge knowledge of hotel services, local events and venues and transportation options. Excellent interpersonal skills and ability to communicate effectively with customers, other team members and leadership. Dynamic, & diligent with strong organizational skills, ability to multi- task & thrive in a challenging, fast-paced environment. Vibrant, energetic and focused with a high degree of versatility, creativity, commitment and optimism; computer literate.

### PROFESSIONAL VALUE OFFERED

---

Hotel Concierges	Front Office Management	Customer Relationship	General Administration
Travel/Procurement	Facilities Management	Liasioning/Public Relations	Ticketing/House Keeping
Team Management	Training/Development	Event Management	Versatile Leadership

---

### PERFORMANCE MILESTONES

- Conducted 'SWOT' analysis and utilized findings for designing customized strategies to enhance customer services.
  - Organized various training sessions for the team to enhance their performance.
  - Ensure that customers receive the highest quality of service in a caring and compassionate atmosphere.
  - Handled management of facilities/infrastructure to ensure cost effective workability.
  - Set and fine-tuned an excellent operational base which is ratified by a very high customer retention ratio, focused on productivity and operational efficiency translating into cost savings and bottom line improvement.
- 

### CAREER PROGRESSION

**Front Desk Receptionist**, Lombardia Residence, San Francisco, Since 2010

**Customer Services**, Auto Baron, Sausalito, CA, 2001 – 2006

**Ticket Agent**, Lufthansa German Airlines, San Francisco, International Airport, Jan 2001 – Aug 2001

**Ticket Agent**, Monarch Aviation Services, San Francisco, California, 1998 – 2000

**Food Server**, Renaissance Hotel, 55 Cyril Magnin Street, San Francisco, 1992 - 1998

**Accounting and Payroll**, Asmara Restaurant, 520 Telegraph Avenue, Oakland, Since 1996

**Ticket Agent**, Monarch Aviation Services, San Francisco, California, 1990 – 1992

**Geriatric Aide**, Sweden Convalescent Hospital, 1986 – 1989

### Major Areas of Responsibilities

- Accountable for executing the product order, mailing, answering phone calls, maintenance management etc.
- Responsible for assisting apartment guests/visitors, manage payroll, procurement, personal care assistance etc.
- Proactively contributed in successful arrangement for the various meeting, seminars, interviews etc.

- Associated closely in Check-in passengers for flight at ticket counter, issuing board passes, checking documentation for international travel, assisting passengers to their gates, and monitoring carry-on luggage.
  - Efficiently handled front office relations to ensure proper information management and service standards.
  - Ensured maintenance of clean & green work ambience for hygiene/aesthetic appeals.
  - Drove the initiative for maintaining cordial relations with large corporate clients to assure satisfactory service and speedy problem solving.
  - Designed & developed database of new clients and also dispensed Medicine to patients on demand.
  - Formulated & implemented strategic plans to enhance service quality standards & implemented strict measures in customer care procedures to optimize guest satisfaction & retention.
  - Exercise judgment while handling guest inquiries, and respond promptly with accurate and thorough information according to the individual needs of guests.
  - Maintain a log book in a professional and informative manner. Train and handle emergency situations in a calm and efficient manner.
- 

#### **EDUCATION**

- B.A – International Business, San Francisco State University, San Francisco, CA – 1997
  - A.A Accounting, College of Alameda, Alameda, CA – 1994
- 

**References and Verifying Documentation Furnished upon Request**