

RESERVATIONS AGENT/FRONT DESK AGENT/GUEST SERVICES AGENT/PBX OPERATOR

Summary

Highly motivated and effective Sales Representative/Administrative Assistant with extensive experience in hospitality and office settings. Excel at organization and multi-tasking in fast paced, dynamic, and fluid environments. Accomplished in managing and coordinating various tasks and schedules. Proven successful in designing and executing community building and fund-raising events and activities. Strong team member, capable of leading and motivating others. Very detail oriented and professional

Skills

- amp; Strengths
- Executive & Administrative Support ~ Fluent in English, Farsi, Urdu, and Hindi
- Customer Service ~ Telephone & Front Desk Reception
- Organization ~ Filing, Database & Records Management
- Research ~ Microsoft Office
- Lightspeed
- Starguest

Experience

Reservations agent/front desk agent/guest services agent/pbx operator

January 2016 to Current Company Name i¼ City , State

- Generate booking requests and passenger attraction/transportation bookings Answer and screen customer calls Explain and sell our transfers and day tours, including up selling services Process payment and attraction ticketing Resolve product or service problems Data entry and inventory accounting Greet guests and complete the registration process to include, but not limited to, inputting and retrieving information from the computer, confirmation of guest information and room rate, selection of rooms, coding electronic keys, promoting marketing programs, providing a welcome packet and ensuring guest knows location of room and/or has a bell person accompany him/her Assist guests with check-out including, but not limited to, ensuring rooms and services are correctly accounted, using the point-of-sale system, handling money, processing credit and debit cards, accepting and recording various forms of payment, converting foreign currency, making change and processing gift certificates and cards Demonstrate a thorough knowledge of hotel information including, but not limited to, room categories, room rates, packages, promotions, the local area and other general product knowledge and answer guest questions and inquiries Use up-selling techniques to promote hotel services and facilities and to maximize room occupancy Respond to guest inquiries and requests and resolve issues in a timely, friendly and efficient manner Field guest complaints, conduct research and resolve and negotiate solutions for guest satisfaction Receive, input, retrieve and relay messages to guests.
- Answer heavy volume phone calls.
- Work closely with Housekeeping, Engineering Department Assist operations manager and sales department with administrative duties.

Customer Service Lead

January 2015 to January 2016 Company Name i¼ City , State

- Welcome and greet customers, modeling a positive customer service spirit while exhibiting a friendly and helpful attitude with customers and associates.
- Work with the store management team to set expectations and achieve service standards at the front of the store through high quality storefront presentation and through empowering associates to ensure customer satisfaction.
- Provide leadership to Service Associates working at the registers and coordinate register activities.
- Partner with store management to interview and hire new team members.
- Contribute to maintaining a safe and secure store environment.
- Serve as Manager on Duty by providing store leadership during a closing shift.

Sales Representative

January 2013 to January 2017 Company Name i¼ City , State

- Order, maintain, and replenish merchandise apparel at eight (8) high-volume Southern California retail stores.
- Provide customer service, as needed, to promote product sales and communicate effectively with clients, other sales representatives, and the CEO.
- Take warehouse inventory and process, label, and sort warehouse shipments.

Human Resources Assistant

January 2012 to January 2013 Company Name i¼ City , State

- Provided administrative and coordinator services within the Human Resources department, as well as performed administrative tasks for the accounting and engineering departments.
- Additional responsibilities included answering phones, updating employee information, maintaining and ordering company supplies, enter company-wide timesheets, scheduling meetings, coordinating luncheons and company-wide events, ensuring seamless employee communication, conducting security screenings for site entry, and record keeping.
- Assigned to provide administrative and coordinator services to CBRE, the facilities management company for the Edwards LifeSciences Headquarters.
- Coordinated with accounting department for payroll, tracked and managed time sheets, billing, invoices, packing slips, and utility bills.
- Communicated with vendors for month-end aging reports and statements.

- Handled heavy volume calls and emails from clients regarding facility needs.
- Created work orders, scheduled events, addressed basic maintenance needs and supply requests.
- Communicated with facilities engineers, clients, and vendors.
- Created, activated, and deactivated facilities access badges, dealt with security, parking, and Human Resources issues.

Human Resources Assistant

January 2004 to January 2006 Company Name i¼ City , State

- Aided with the oversight of 93 employees and 30 attorneys.
- Handled multifaceted clerical tasks including data entry, records management, billing and communications.
- Supported in the planning and coordination of Human Resources (HR) activities; compiled and organized personnel records and confidential employment records.
- Assisted with the administration of day-to-day HR operations, departmental developments, HRIS, employee relations, training and development, benefits, compensation, executive administration, and recruitment.

Education and Training

Associates Degree Saddleback Community College i¼ City , State

Legal Administrative Assistant Certificate South Coast College i¼ City , State

Skills

accounting, administrative, Administrative Assistant, Administrative Support, basic, benefits, billing, clerical, closing, credit, clients, customer satisfaction, Customer Service, Data entry, Database, debit, employee relations, Fluent in English, facilities management, Farsi, Filing, forms, Hindi, HRIS, Human Resources, Human Resources, HR, inventory, leadership, Legal, marketing, meetings, access, money, Microsoft Office, modeling, payroll, personnel, coding, quality, Reception, record keeping, recording, recruitment, Research, retail, selling, sales, scheduling, store management, Telephone, answering phones, phone, transportation, Urdu