

CONCIERGE/DOORMAN

Summary

Experience working in concierge, military, general office, international & domestic shipping. Excellent interpersonal communication, customer service, and office support skills. Windows/DOS, MS Office, Data Entry, Internet and Internet Research Skills.

Skills

- Friendly & Informative with residents, guests, and staff.
- Quick to respond.
- Strong sense of accountability.
- Achieves business and individual developmental goals.
- Able to handle medical emergencies & technical problems in a calm and professional manner.
- Commitment in outstanding customer service.
- Very flexible work ethic.

Experience

11/2014 to Current

Concierge/Doorman Company Name i¼ City , State

- Provided professional and consistent concierge service to residents, visitors and contractors.
- Respond to email communications, answer inquiries and offer suggestions.
- Efficiently handle large call volume inquiries from tenants/guests.
- Assist with administrative duties such as light copying & fax requests and other requests as needed.
- Provide updated information for local restaurants, special events, transportation etc.
- Monitor lobby traffic and alerting residents of deliveries and arriving guests.
- Provide all other job duties as requested by administrative/management staff.
- Record and deliver messages to residents, management, leasing, and relieving concierge.
- Provide guests with information on valet and housekeeping services and ensure that additional housekeeping requests are fulfilled.
- Activate or deactivate remotes or keys for guests checking in and checking out.

12/2007 to 11/2013

Aviation Ordnanceman Company Name i¼ State

- Handle and service weapons and ammunition carried on Navy aircraft.
- Inspecting, maintaining and repairing the aircraft's mechanical and electrical armament/ordnance systems.
- Stow, assemble and load aviation ammunition that may include anything from aerial mines and torpedoes to missiles and rockets.
- Service bomb, missile and rocket releasing and launching devices, and service aircraft guns.
- Assemble and test air-launched guided missiles, and supervise the operation of aviation ordnance shops, armories and stowage facilities.

01/2005 to 11/2007

Office Assistant Company Name i¼ City , State

- Perform receptionist duties when needed.
- Maintain trusting relationships with suppliers, customers and colleagues.
- Sort and distribute mail in a timely manner.
- Resolve office-related malfunctions and respond to requests or issues.
- Create and update records ensuring accuracy and validity of information.

Education and Training

Sep 1999

High School Diploma : International Business Jacqueline Kennedy Onassis i¼ City , State International Business

Skills

administrative, administrative duties, copying, Customer Service, email, special events, fax, Inspecting, mechanical, medical emergencies, mail, office, weapons, Navy, Quick, receptionist, repairing, transportation, typist