

# Anthony Gentile

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## PROFILE

A Front Desk Agent with three years of experience within the hospitality industry, specializing in guest services, communication, and administrative support. A proven track record of collaborating with cross-functional teams to ensure guest satisfaction.

## PROFESSIONAL EXPERIENCE

### Front Desk Agent

Hotel Marriot, New York, NY | October 2020 – Present

- Manage and resolve guest issues for a high-end hotel with 250+ rooms, communicate with empathy to determine solutions, and achieve guest satisfaction scores of over 92%
- Perform scheduling for hotel bookings, coordinate with guests to reschedule hotel stays, and generate a 25% increase in hotel rewards membership sales
- Collaborate with cross-functional teams across hotel departments to communicate issues with rooms and amenities and ensure timely resolution

### Front Desk Agent

Microtel Inn and Suites, New York, NY | June 2019 – October 2020

- Served as the point of contact for guest services and hotel bookings for a premiere establishment with 200+ rooms, which included interfacing with diverse guest populations to deliver exceptional hospitality
- Coordinated with hotel departments to ensure timely responses to guest inquiries and issues, including equipment malfunctions, room issues, and amenities

## EDUCATION

### High School Diploma

Central Park East High School,  
New York, NY  
September 2015 - May 2019

## KEY SKILLS

- Hospitality
- Guest Services
- Communication
- Cross-Functional Collaboration
- Operations Management