

## Professional Experience

### Front Desk Agent

Hampton Inn, San Diego, CA | October 2019 – Present

- Coordinate with the hotel manager and guest services team to manage front desk operations for a premium hotel with 300+ guests, field phone inquiries, assist customers with booking stays, and upsold suites, resulting in a 15% increase in annual sales
- Develop new procedures in coordination with the guest services team to reduce communication breakdowns across departments, resulting in 93% guest satisfaction
- Provide exceptional hospitality and service to guests and deliver outstanding support to team members, resulting in the Employee of the Month award four times over two years

### Front Desk Agent

Best Western, San Diego, CA | June 2018 – October 2019

- Responded to guest inquiries to book hotel stays, educated customers on accommodations and amenities, and upsold high-end suites
- Provided operational support to the hotel management team and attended meetings to identify potential improvements to eliminate process gaps and communication issues

## Education

### High School Diploma

Westview High, San Diego, CA | September 2014 - June 2018

# Melissa Anderson

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A Front Desk Agent with four years of hospitality work experience, specializing in communication, operations management, and client relations. A strong history of identifying opportunities to drive process improvements and improve guest satisfaction.

## Key Skills

- Hospitality
- Guest Services
- Communication
- Process Improvement
- Customer Satisfaction