

Sarah Johnson

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A Front Desk Agent with five years of experience in hospitality, specializing in guest services, client relations, and diversity, equity, and inclusion (DEI). A proven track record of interfacing with diverse teams and guest populations to deliver an unparalleled hotel experience.

Education

High School Diploma

Miami Northwestern Senior High,
Miami, FL
September 2013 - June 2017

Key Skills

- Hospitality
- Guest Services
- Diversity, Equity, and Inclusion (DEI)
- Communication
- Upselling Techniques

Professional Experience

Front Desk Agent

Wyndham Suites, Miami, FL | October 2018 – Present

- Provide support for front desk operations, interface with diverse teams and guest populations, and drive operational excellence to improve the guest experience, resulting in a 25% increase in guest satisfaction scores over one year
- Improve sales for luxury suites and rewards memberships using upselling and consultative selling techniques, resulting in a 10% increase in quarterly sales
- Coordinate cross-functionally with various departments to resolve guest issues, manage maintenance requests, and deliver outstanding hospitality to guests

Front Desk Agent

Quality Inn, Miami, FL | June 2017 – October 2018

- Fielded guest inquiries, complaints, and issues, communicated calmly and professionally, and collaborated with hotel departments to determine appropriate solutions
- Upsold hotel rewards memberships and suites to prospective clients, which resulted in a 20% increase in monthly sales and over \$100K in additional annual revenue