

Janet Cambridge

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CAREER SUMMARY

Highly dedicated candidate for a **Front Desk Manager** position with over 14 years combined experience in the **hospitality, healthcare,** and **customer service** industries. **Proven track record in providing top-notch service to guests at the front desk of a 165-room Holiday Inn Express.** Natural ability to quickly build rapport with customers and staff. Exhibits exceptional multitasking, problem-solving, money-management, and communication skills. Core competencies:

- Attention to Detail and Strong Follow-Up
- Typing, MS Excel, 10-Key, Data Entry
- Self-Starter and Team Player
- Works Well Under Pressure
- Crisis Management
- Willingness to Take On Added Responsibility
- Committed to Continued Training/Education
- Ability to Conduct Full Reference Checks
- Recordkeeping and Office Management
- Proper Phone Etiquette

PROFESSIONAL EXPERIENCE

Front Desk Clerk, Holiday Inn Express, Charleston, WV, 2006-Present

- Manage the front desk operations of a busy 165-room hotel, to include making reservations, and processing guest check-ins/outs with above average speed and accuracy. Displays thorough knowledge of hotel services, rates, promotions, and local amenities.
- Performs many management-level tasks, to include making bank deposits, keeping track of housekeeping progress and all room maintenance work, and assigning tasks to employees. Trained over 10 new employees.
- Generated over \$9,600 in additional sales over 4 years by acquiring new customers through area sporting events sales leads.
- Successfully resolved various issues, to include: billing disputes, lost-n-found, no vacancy, and disruptive guests, etc.

Respite Care Provider, Kanawha-Charleston Health Department, Charleston, WV, 2001-2004

- Provided exceptional assistance to an elderly client, to include planning and participating in recreational activities, cooking, cleaning, administering medication, running errands, and hygiene care.
- Received 100% approval rating on all evaluation forms from supervisor. Received documented satisfaction from client and family members on exceptional job performance.
- De-escalated 4 serious medical incidents using a keen ability to spot immediate changes in patient behavior or medical condition and using an ability to remain calm and make quick decisions during emergencies.
- Maintained extensive knowledge of current community resources and health services.

Rental Agent, Alamo Rent-A-Car, Charleston, WV, 1998-2001

- Facilitated a smooth rental process for customers, to include making reservations, verifying driver information, accepting payment, receiving rental returns, and providing ongoing support, all while minimizing customer wait times.
- Served as an effective liaison between the customer and the company, successfully resolving over 95% of customer issues.
- Received over 52 positive individual comments from customer feedback over a 3-year span.
- Upsold optional products to 56% of customers checking in with prior reservations by using exceptional selling techniques, people skills, listening skills, and ability to quickly align company products with customer needs.

TRAINING & CERTIFICATIONS

Everest Institute, Cross Lane, WV, 2011

- Diploma – Medical Insurance Billing & Coding
- American Heart Association CPR Certification
- Certified Medication Technician