

Jennifer Wallace

Objective To obtain a position that will allow me to utilize my proven customer service, computer, and organizational skills.

Experience

Customer Service

- Over 2 years' experience in the hospitality industry
- Provided effective service by listening to customers and meeting their needs efficiently.
- Skilled at explaining available services to customers both in person and over the phone.

Computer

- Knowledgeable in customer service programs such as Maestro.
- Proficient in Microsoft Office Suite™ programs: Word, Excel, and PowerPoint.
- Experienced with personal data entry.

Organizational

- Organized office space to improve efficiency on my own initiative.
- Able to prioritize tasks and needs.
- Possess good time management skills.

Interpersonal

- Trained new employees on customer service systems.
- Confident in new situations and environments.
- Outgoing, friendly and courteous.

Work History

London Bridge Resort

Front Desk Agent

March 2016 – June 2016

Accommodate guests, making, confirming, and arranging reservations. Facilitate accurate bookkeeping through precise recording of guest information and proper managing of guest accounts. Maintained accurate records of room availability, housekeeping, and repair needs; expediting information to the appropriate department. Responsible for cash and credit card transactions.

Travelers Inn

Front Desk Agent

May 2014 – March 2016

Accommodate guests, making, confirming, and arranging reservations. Facilitate accurate bookkeeping through precise recording of guest information and proper managing of guest accounts. Maintained accurate records of room availability, housekeeping, and repair needs; expediting information to the appropriate department. Responsible for cash and credit card transactions.

Education

Desert Technology High School
Lake Havasu City, AZ

August 2003 – May 2005