

Hospitality Customer Service Representative

PROFESSIONAL SUMMARY

Dedicated Hospitality Customer Service Representative with 8+ years of experience in hotels and resorts. Skilled at handling guest inquiries, coordinating reservations, and ensuring exceptional customer experiences. Strong ability to resolve conflicts, manage multiple tasks, and maintain high service standards.

EDUCATION

Bachelor's Degree in Hospitality and Tourism Management

University of Central Florida – Orlando, FL | 2017

SKILLS

- Hotel booking systems (Opera, Cloudbeds) Expert
- Customer service and guest relations Expert
- Conflict resolution and de-escalation Expert
- Payment processing and invoicing Expert
- Multitasking and time management Expert
- Upselling and promoting hotel amenities Expert
- Reservation management and coordination Expert

LANGUAGES

- Fluent in English and Spanish
- Conversational proficiency in French

EXPERIENCE

2020 - Now

Guest Services Representative
Sunrise Resort & Spa / Orlando, FL

- Assist an average of 100+ guests per day with check-ins, reservations, and special requests.
- Resolve guest complaints efficiently, maintaining a 96% satisfaction rating.
- Coordinate with housekeeping and maintenance teams to ensure timely service delivery.
- Process payments and refunds while ensuring compliance with financial policies.
- Upsell resort amenities and packages, increasing revenue by 18%.

2017 - 2020

Front Desk Associate
Marriott Downtown / Orlando, FL

- Managed front desk operations, including guest check-ins and check-outs.
- Handled booking modifications and assisted with travel arrangements.
- Trained new employees on hotel procedures and customer service expectations.
- Responded to guest inquiries via phone and email, ensuring prompt resolutions.