

# John Carter

Hotel Porter

## CONTACT

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United States, Las Vegas, NV

## EDUCATION

### High School Diploma

Las Vegas High School, Graduated:  
June 2018

### Certifications

- CPR/First Aid Certified**, American Red Cross | Certified: April 2022
- Customer Service Excellence Training**, Las Vegas Hospitality Academy | Completed: August 2019

## PROFESSIONAL SUMMARY

Dedicated and highly organized Hotel Porter with experience providing excellent guest service, maintaining a clean environment, and ensuring seamless check-in/check-out procedures. Proven ability to assist guests with luggage, requests, and room service, while maintaining the highest level of professionalism.

## EXPERIENCE

**Hotel Porter** 2020 - Now

### Grand Lux Hotel, Las Vegas, NV

- Assist guests with luggage handling and transportation within the hotel premises.
- Maintain cleanliness and organization in public areas, including lobbies and elevators.
- Provide courteous and prompt assistance to guests with special requests, ensuring an outstanding customer experience.
- Support the front desk and housekeeping teams with room deliveries, supplies, and requests.
- Operate hotel shuttle to transport guests to and from designated locations.

**Bellhop Intern** 2019 - 2020

### Silver Springs Hotel, Las Vegas, NV

- Shadowed senior porters to learn best practices for guest assistance and luggage handling.
- Assisted guests with check-in/check-out procedures, including carrying luggage and providing room details.
- Delivered amenities and supplies to guest rooms in a timely manner.
- Helped maintain the hotel's presentation by ensuring public spaces were tidy and well-maintained.

## SKILLS

Excellent communication and customer service skills ★★★★★

Knowledge of luggage handling and transportation ★★★★★

Ability to work under pressure in a fast-paced environment ★★★★★

Strong organizational skills and attention to detail ★★★★★

Proficient in using hotel-specific equipment (e.g., luggage carts, elevator systems) ★★★★★