

Aisha Patel

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SUMMARY

Dedicated and proactive Concierge with over 5 years of experience in providing exceptional customer service in luxury hospitality environments. Proven track record of enhancing guest experiences and increasing guest satisfaction ratings through personalized service and attention to detail.

EXPERIENCE

Senior Concierge

Jan 2022 - Present

The Grand Hotel, San Francisco, CA

- Increased guest satisfaction ratings by 25% through personalized service and attention to guest preferences.
- Coordinated over 300 high-profile events and reservations for guests, ensuring seamless execution and maximum enjoyment.
- Implemented a digital concierge platform that reduced response times to guest requests by 40%.

Concierge

Mar 2019 - Dec 2021

Luxury Suites & Resorts, Los Angeles, CA

- Successfully managed a team of 5 concierge staff, improving workflow efficiency and guest service standards.
- Achieved a 95% positive feedback rate on guest surveys by developing personalized itineraries and recommendations.
- Utilized reservation systems like Opera and Maestro to streamline bookings and improve operational efficiency.

Front Desk Agent

Jun 2017 - Feb 2019

City Center Inn, Los Angeles, CA

- Handled guest check-ins and check-outs for over 100 guests daily, maintaining a customer satisfaction score of 4.8/5.
- Resolved guest complaints and issues promptly, leading to a 15% reduction in escalated concerns.
- Assisted in training new staff on customer service protocols and hotel management software.

EDUCATION

Bachelor of Science in Hospitality Management

May 2018

University of California, Los Angeles, Los Angeles, CA • GPA: 3.7

SKILLS

Technical Skills: Customer Relationship Management (CRM), Reservation Systems (Opera, Maestro), Event Planning, Conflict Resolution

Tools & Frameworks: Microsoft Office Suite, Guestline, Concierge Management Software