

Aisha Patel

aisha.patel@example.com • (555) 123-4567 • San Francisco, CA • linkedin.com/in/aishapatel

SUMMARY

Enthusiastic and detail-oriented professional with strong communication skills and a passion for customer service. Proven ability to manage front desk operations effectively, ensuring a seamless experience for guests and contributing to overall hotel satisfaction.

EXPERIENCE

Front Desk Intern

Jun 2022 - Present

Grand Bay Hotel, San Francisco, CA

- Assisted in managing front desk operations, contributing to a 15% increase in guest satisfaction scores over three months.
- Streamlined check-in process, reducing average wait times by 30% through efficient use of hotel management software.
- Handled guest inquiries and complaints, resolving issues effectively and maintaining a 95% positive feedback rate.

Customer Service Representative

May 2021 - May 2022

Retail Shop, San Francisco, CA

- Provided excellent customer service, addressing inquiries and resolving issues for an average of 100 customers daily.
- Increased sales by 20% through effective upselling and product recommendations.
- Maintained organized records of customer interactions, leading to improved service delivery.

Volunteer Receptionist

Jan 2020 - Dec 2020

Community Center, San Francisco, CA

- Managed front desk operations during community events, welcoming over 200 guests and ensuring a positive experience.
- Coordinated schedules and maintained communication between staff and guests, improving event efficiency by 25%.
- Conducted follow-up surveys, achieving a 90% satisfaction rate from participants.

EDUCATION

Bachelor of Science in Hospitality Management

May 2018

San Francisco State University, San Francisco, CA • GPA: 3.7

SKILLS

Technical Skills: Guest Management Systems, POS Systems, Microsoft Office Suite, CRM Software

Tools & Frameworks: Opera PMS, Salesforce, Google Workspace