

Jasmine Ali

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SUMMARY

Dedicated Front Desk Agent with over 5 years of experience in hospitality. Exceptional customer service skills with a proven track record of enhancing guest satisfaction and operational efficiency.

EXPERIENCE

Front Desk Agent

Jan 2022 - Present

Grand Bay Hotel, San Francisco, CA

- Increased guest satisfaction scores by 15% through personalized service and efficient handling of guest inquiries.
- Implemented a new check-in system that reduced average wait times by 35%.
- Managed daily cash transactions exceeding \$5,000 with 100% accuracy.

Receptionist

June 2018 - Dec 2021

Coastal Inn, San Diego, CA

- Streamlined appointment scheduling, increasing office efficiency by 20%.
- Trained 3 new hires in front desk operations and customer service best practices.
- Achieved a 98% guest satisfaction rating during my tenure.

Customer Service Representative

May 2017 - May 2018

City Transport Services, Los Angeles, CA

- Resolved customer issues effectively, leading to a 30% reduction in complaint escalations.
- Developed a feedback system that helped improve service delivery, increasing repeat customers by 25%.
- Assisted in training new staff on customer relationship management software.

EDUCATION

Bachelor of Science in Hospitality Management

May 2018

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

SKILLS

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

Tools & Frameworks: Opera, Fidelio, Cloudbeds