

Aisha Patel

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SUMMARY

Detail-oriented and customer-focused Front Desk Agent with over 5 years of experience in the hospitality industry. Proven ability to improve guest satisfaction and streamline operations, resulting in increased revenue and repeat business.

EXPERIENCE

Front Desk Agent

Jan 2022 - Present

Sunset Hotel & Suites, Los Angeles, CA

- Improved guest satisfaction scores by 15% through personalized service and effective complaint resolution.
- Implemented a new check-in system that reduced wait times by 30%, enhancing overall guest experience.
- Trained and mentored new front desk staff, improving team efficiency and service delivery.

Front Desk Receptionist

Mar 2019 - Dec 2021

Downtown Inn, Los Angeles, CA

- Managed booking systems and optimized front desk operations, resulting in a 20% increase in occupancy rates.
- Organized hotel events that increased guest engagement and boosted revenue by \$10,000 annually.
- Received 'Employee of the Month' award twice for outstanding service and teamwork.

Guest Services Associate

Jun 2017 - Feb 2019

Coastal Resort, Santa Monica, CA

- Facilitated seamless guest experiences by addressing inquiries and resolving issues promptly, contributing to a 90% positive feedback rate.
- Assisted in managing social media accounts, increasing online engagement by 25% and driving additional bookings.
- Coordinated with housekeeping and maintenance teams to ensure timely room readiness and customer satisfaction.

EDUCATION

Bachelor of Science in Hospitality Management

May 2018

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

SKILLS

Technical Skills: Reservations Systems (OPERA, Maestro), Customer Relationship Management (CRM), Microsoft Office Suite, Conflict Resolution

Tools & Frameworks: Hotel Management Software, Social Media Platforms, Online Booking Systems