

Aisha Khan

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SUMMARY

Dedicated Senior Front Desk Agent with over 7 years of experience in hospitality management. Proven track record of enhancing guest satisfaction scores by implementing efficient check-in processes and personalized service protocols.

EXPERIENCE

Senior Front Desk Agent

Jan 2022 - Present

Grand Bay Hotel, San Francisco, CA

- Increased guest satisfaction ratings by 15% through personalized customer service initiatives and staff training.
- Streamlined the check-in process, reducing average wait times by 30%, resulting in a more efficient workflow.
- Utilized OPERA PMS to manage bookings and optimize room assignments, enhancing operational efficiency.

Front Desk Supervisor

Jun 2018 - Dec 2021

Seaside Resort, Santa Cruz, CA

- Supervised a team of 10 front desk agents, leading to a 20% improvement in team performance metrics.
- Implemented a guest feedback system that increased response rates by 25%, allowing for real-time service adjustments.
- Conducted training on property management software resulting in a 40% reduction in booking errors.

Front Desk Agent

Jul 2015 - May 2018

Urban Stay Hotel, Oakland, CA

- Achieved employee of the month for consistently exceeding guest service expectations.
- Handled guest inquiries and resolved issues, leading to a 10% decrease in complaints.
- Maintained accurate records using Maestro PMS, ensuring compliance with hotel standards.

EDUCATION

Bachelor of Science in Hospitality Management

May 2018

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

SKILLS

Technical Skills: Customer Relationship Management (CRM), Property Management Systems (PMS), Conflict Resolution, Staff Training and Development

Tools & Frameworks: OPERA, Maestro PMS, Microsoft Office Suite