

# Resume 435

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## OBJECTIVE:

Highly motivated, dedicated, well-organized, and results-driven professional to secure a position with your company in *Hospitality or other positions as applicable*, utilizing my extensive skills, training, expertise, and experience

## SUMMARY OF QUALIFICATIONS:

- Over 15 years' experience providing uncompromising, highest standards of customer service in the hospitality industry, assisting guests/customers with their product/service requirements and selections, offering intelligent solutions customized to individual needs, following up promptly on any special requests, and resolving issues to their complete satisfaction.
- Trains new personnel upon supervisor requests, including delegating orders to gauge comprehension of job duties and responsibilities, monitoring all work activities for quality, expediency, safety, and proper employee/guest interactions, conducting performance evaluations, and consulting with upper management for employee status/progress reports.
- Experienced using computers, Windows, MS Word, Opera Hotel Operating System, On Q, Internet research, and email.
- Strong communications, analytical, and problem-solving skills.
- Multi-tasks efficiently, learns new systems quickly, and completes all projects on or ahead of schedule.
- Works well independently or in a team environment.

## PROFESSIONAL EXPERIENCE:

04/2013 – Current      ***Front Desk Supervisor / Auditor***  
Candlewood Suites, Amherst, NY

- Make reservations for patrons, such as for dinner, spa treatments, or golf tee times, and obtain tickets to special events.
- Answer inquiries pertaining to hotel services, guest registration, and travel directions, or make recommendations regarding shopping, dining, or entertainment.
- Provide guests with assistance with any luggage needed to be delivered to their room.
- Observe and monitor staff performance to ensure efficient operations and adherence to facility's policies and procedures.
- Compute bills, collect payments, and reconcile cash drawers, run night audit procedures as well as balance tax sheets.
- Prepare required paperwork pertaining to departmental functions.

09/2011 – 10/2012      ***Night Auditor***  
Holiday Inn, Amherst, NY

- Performed calculations, postings, and verifying duties to obtain primary financial data for use in maintaining accounting records.
- Checked the accuracy of figures, calculations, and postings pertaining to business transactions recorded by other workers.
- Complied with federal, state, and company policies, procedures, and regulations.
- Executed financial calculations, such as amounts due, interest charges, balances, discounts, equity, and principal.

04/2005 - 06/2011      ***Night Auditor / Accounting***  
Double Tree / Hampton Inn, Buffalo, NY

- Prepared bank deposits by compiling data from employees, verifying and balancing receipts, and sending cash, checks, or other forms of payment.
- Compared computer printouts to manually maintained journals to determine if they matched.
- Calculated, prepared, and issued bills, invoices, account statements, and other financial statements according to established procedures.
- Compiled statistical, financial, accounting, or auditing reports and tables pertaining to such matters as cash receipts, expenditures, accounts payable and receivable, and profits and losses.
- Performed general office duties, such as filing, answering telephones, and handling routine correspondence.

## EDUCATION:

***Bachelor's Degree – History Education***  
D'Youville College, Buffalo, NY