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| **Experience****Hotel Front Desk Agent — The Lyle Hotel and Park —** **Cincinnati, Ohio — 05/1/2019 – 11/5/2021*** Organizing guests’ registration, reservation, and departures last-minute
* Delivering clerical and administrative duties
* Communicating, redirecting, and helping guests in need
* Arranging guest’s demands as they want when they want
* Offers physical help guests such as carrying luggage when others are busy doing their duties
* Clearly explaining to guests, the hotel rules, prices, and service in a hospitable tone
* Executing payment tasks or other accounting duties

**Hotel Receptionist — Park Lane Hotel — Cincinnati, Ohio — 9/1/2009 – 3/1/2011*** Booking, greeting, and directing guests to the rooms
* Communicating online, in person, and on the phone with partners and guests
* Arranging and rearranging booking dates when possible
* Delivering hotel bills in time
* Helping guests with transport needs
* Clearly explaining guests the hotel services
* Worked with PBX

**education****Master’s Degree – Management in Hospitality**Ohio State UniversityCincinnati, Ohio2020 – 2022Presented CCSF Award -Deanes List 2014 -Soccer Team  |

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| **Objective**Diligent hotel front desk agent with 5 years of successfully executing the duties in the domain of the position. Apt to manage the services and cultivate relationships with visitors to increase brand loyalty and satisfaction. Efficient in executing management operations of clerical and administrative nature |
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| SkillsSoft Skills: Excellent problem-solving abilities |Extroverted Nature |Polite attitude |Patient |Team workerHard Skills:Technological literacy | |

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