Charlotte Masterson

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**Nationality**: American

**DOB:** Jun 23 1985

# Summary

A competent and motivated receptionist with 6+ years of industry-related experience. Recipient of progressive promotions due to outstanding work ethic. Consistent working routine, detail-oriented mindset, and able to multitask and provide guidance.

# Experience

## Supervising Receptionist - Stella Resorts & Spa - Arizona, TX - 2018 – present

* Welcoming guests and providing orientation;
* Managing room reservations via a computerized system;
* Provide transport services for customers and reservations;
* Arrange bills, handle and process checkouts.

Administrative Hotel Assistant - Hilltop Hotel - Arizona, TX - 2016-2018

* Providing restaurant, entertainment, and transportation reservations;
* Arranging tours, collaborating with tour operators;
* Assisting with guest orientation;
* Managing luggage distribution.

# Education

Concordia University Texas

BSc in Hospitality Management

2013-2015

# Certifications

Hotel Receptionist Training

Bookkeeping 101

Basic First Aid Administration Training