

JN

James Nguyen

Insurance Customer Service Representative

ABOUT ME

Experienced Hospitality Specialist Dedicated to Exceptional Guest Experiences

Hospitality expert with six years of experience in hotel guest services and event coordination. Adept at resolving guest concerns and ensuring high levels of satisfaction.

PROFESSIONAL EXPERIENCE

Guest Services Representative | GrandStay Hotels, City, ST

March 2019 – Present


- Delivered outstanding guest experiences, achieving a 98% satisfaction score in annual surveys
- Coordinated events and conferences for up to 200 attendees, ensuring seamless operations
- Resolved guest complaints within 24 hours, reducing negative feedback by 25%

Front Desk Agent | CityScape Hotels, City, ST

June 2016 – March 2019

- Managed guest reservations, check-ins, and check-outs for a 150-room hotel
- Upsold premium rooms and services, increasing monthly revenue by 10%
- Trained staff on reservation software, reducing errors by 20%

CONTACT

 (123) 456-7890

 email@example.com

 City, ST

EDUCATION

- Bachelor of Science in Hospitality Management
City College
City, ST | May 2016

KEY SKILLS

- Guest check-in and check-out procedures
- Event planning and coordination
- Hotel reservation systems
- Conflict resolution
- Customer loyalty programs