



# AVA DAVIS

## Desk Manager

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### PROFESSIONAL SUMMARY

Enthusiastic Desk Manager with 2 years of experience in enhancing front desk operations and customer satisfaction. Proficient in managing daily workflows, training staff, and implementing efficient processes. Dedicated to fostering a welcoming environment while ensuring operational excellence and effective communication. Passionate about exceeding organizational goals and elevating the customer experience.

### WORK EXPERIENCE

#### Desk Manager

Seaside Innovations

📅 Apr / 2024–Ongoing  
📍 Santa Monica, CA

1. Educated clients on service offerings, enhancing product knowledge and satisfaction.
2. Developed long-term relationships with customers to foster loyalty and repeat business.
3. Closed sales effectively, achieving monthly targets consistently.
4. Conducted outreach to local businesses, generating new B2B sales opportunities.
5. Recognized as Salesperson of the Month multiple times for outstanding performance.
6. Supervised front desk staff, ensuring all visitors were welcomed and logged efficiently.
7. Managed inventory processes, maximizing profitability on service packages.

#### Desk Manager

Cactus Creek Solutions

📅 Apr / 2023–Apr / 2024  
📍 Phoenix, AZ

1. Maintained customer accounts in the system for easy access by staff.
2. Processed billing information accurately and managed the database effectively.
3. Addressed customer inquiries and resolved issues related to services and billing.
4. Promoted membership sales to new clients, increasing overall revenue.
5. Responsible for opening and closing procedures, ensuring security and compliance.
6. Handled cash transactions, maintaining accurate financial records.

### EDUCATION

#### Associate of Applied Science in Business Management

Springfield Community College

📅 Apr / 2022 – Apr / 2023  
📍 Phoenix, AZ

Focused on business operations, customer service, and management principles.

### SKILLS

Workplace Safety Knowledge

Vendor Relations

Policy Implementation

Strategic Planning

Analytical Thinking

Resource Allocation

### INTERESTS

🤿 Scuba Diving    🎮 E-sports  
📖 Reading Fiction    🧩 Puzzle Solving

### STRENGTHS

📋 Stewardship    👥 Teamwork  
🔑 Tenacity    📊 Vision

### LANGUAGES

English    Mandarin    Polish

### ACHIEVEMENTS

- ★ Increased customer satisfaction scores by 15% through improved service protocols.
- ★ Streamlined front desk operations, reducing wait times by 20%.