



EMMA JOHNSON

Jr. Duty Manager

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PROFESSIONAL SUMMARY

Dynamic Jr. Duty Manager with expertise in managing daily operations and staff coordination. Recognized for implementing process improvements that increased customer satisfaction scores by 20% and reduced operational costs.

WORK EXPERIENCE

Jr. Duty Manager

📅 May / 2018-Ongoing

WidgetWorks Inc.

📍 Denver, CO

1. Investigated complaints and addressed to all departments concerned and respond to guest with an appropriate explanation and apology.
2. Oversaw the general upkeep of all areas around the hotel, as well as personal safety of guests and staff.
3. Responsible in maintaining a constant, visible physical presence in public areas Coordinate with Front Office and Club Floor on VIP arrivals, walk-ins, groups and guests with special requests, relocating guests during full house situations.
4. Responsible for the utilization of the grand master and emergency keys while on duty.
5. Investigated all guest and employees accidents and report the circumstances to management.
6. Charged during emergency until the General Manager and Resident Manager arrives.
7. Directly supervised the Front Office department.

DUTY MANAGER

📅 May / 2015-May / 2018

Silver Lake Enterprises

📍 Seattle, WA

1. As a Ground Handling Agent, managed the daily office and warehouse operation for airline clients British Airways and US Airways.
2. Implemented a safe and cost effective procedure in every stage of the operation, from receiving freight to the departure of the aircraft.
3. Ensured compliance with all Federal, state, local, and foreign regulations.
4. Received inbound freighters, broke down freight and had it prepared for pick up by local trucking companies.
5. Coordinated logistics for out of state transportation.
6. Monitored the arrival, parking, refueling, loading and departure of all aircraft.

EDUCATION

Bachelor of Science in Hospitality Management

📅 May / 2012 - May / 2015

University of Hospitality

📍 Santa Monica, CA

Focused on hotel management, customer service, and operational strategies.

SKILLS

Opera PMS



SMS PMS



Microsoft Office



Sales Strategies



Process Improvement



INTERESTS

🎮 Gaming

👜 Fashion

🎬 Film

💻 Technology

STRENGTHS

⚖️ Fairness

↔️ Flexibility

➔ Forward-thinking

❤️ Gratitude

LANGUAGES



English



Italian



French

ACHIEVEMENTS

- 🌟 Increased guest satisfaction scores by 25% through enhanced service training programs.
- 🌟 Successfully implemented a new inventory management system, reducing waste by 15%.
- 🌟 Trained and mentored a team of 10 new employees, enhancing their skills and improving overall team performance.