

WILLIAM PEREZ

Front Desk Clerk

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PROFESSIONAL SUMMARY

Dedicated Front Desk Clerk with 2 years of experience in hospitality settings, adept at managing guest services and administrative tasks. Proven ability to enhance customer satisfaction through effective communication and problem-solving skills. Eager to contribute to a dynamic team while ensuring smooth front desk operations.

WORK EXPERIENCE

Front Desk Clerk

Pineapple Enterprises

📅 Feb / 2024-Ongoing

📍 Santa Monica, CA

- 1. Answer telephones, providing information and directing calls to appropriate departments.
- 2. Manage electronic filing systems, ensuring accurate records and documentation.
- 3. Operate office equipment, coordinating repairs and maintenance as needed.
- 4. Welcome visitors and assist them with inquiries, directing them to relevant personnel.
- 5. Adapt to new office technologies to improve workflow and efficiency.
- 6. Process guest payments and verify credit card information for reservations.
- 7. Maintain a clean and organized front desk area to enhance guest experience.

Laundry/Assistant House Keeper

Silver Lake Enterprises

📅 Feb / 2023-Feb / 2024

📍 Seattle, WA

- 1. Accountable for managing building access through keys and access cards.
- 2. Ensure proper disposal of waste and cleanliness in common areas.
- 3. Utilize cleaning supplies and equipment safely and effectively.
- 4. Assist guests with luggage and room assignments, providing a welcoming experience.
- 5. Manage laundry tasks efficiently, ensuring quality and cleanliness of linens.
- 6. Prepare and serve food items in accordance with health and safety standards.

EDUCATION

Associate of Applied Science in Hospitality Management

City College

📅 Feb / 2022-Feb / 2023

📍 Portland, OR

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

SKILLS



ACHIEVEMENTS

- 🌟 Improved guest satisfaction ratings by 15% through effective service delivery.
- 🌟 Streamlined check-in processes, reducing average wait times by 20%.
- 🌟 Successfully managed guest complaints, achieving a resolution rate of over 90%.