



# SOPHIA BROWN

Junior Front Desk Supervisor

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## PROFESSIONAL SUMMARY

With 5 years of experience in front desk operations, I excel at delivering outstanding customer service and fostering a welcoming atmosphere. My strong organizational skills and proactive problem-solving approach have consistently enhanced guest satisfaction and operational efficiency. I am committed to leading a team that prioritizes excellent service and seamless front desk management.

## WORK EXPERIENCE

### Junior Front Desk Supervisor

Pineapple Enterprises

📅 Apr / 2022-Ongoing

📍 Santa Monica, CA

1. Managed front desk operations, ensuring a professional and welcoming environment for guests.
2. Coordinated guest check-ins and check-outs, optimizing the process to enhance guest experience.
3. Trained and supervised new front desk staff, fostering a team-oriented atmosphere.
4. Handled guest inquiries and complaints with effective problem-solving and communication skills.
5. Maintained accurate records of guest information and transactions using hotel management software.
6. Collaborated with housekeeping and maintenance teams to ensure guest satisfaction and facility upkeep.
7. Monitored front desk activity and provided support to staff during peak hours.

### Team Coordinator

Cactus Creek Solutions

📅 Apr / 2020-Apr / 2022

📍 Phoenix, AZ

1. Developed and implemented customer service training for front desk personnel to improve service quality.
2. Assisted in the management of daily operations, ensuring adherence to company policies and standards.
3. Resolved guest issues promptly, contributing to a positive hotel reputation.
4. Regularly updated front desk procedures to enhance operational efficiency.

## EDUCATION

### Associate of Applied Science in Hospitality Management

City College of New York

📅 Apr / 2018 - Apr / 2020

📍 Phoenix, AZ

Focused on developing skills in customer service, operations management, and hospitality marketing.

## SKILLS

Microsoft Office Suite

Customer Service Management

Check-in/check-out

Multi-channel Communication

Effective Under Pressure

## INTERESTS

🎨 Art

🤝 Volunteering

🌲 Hiking

🧘 Yoga

## STRENGTHS

🔍 Criticality

☰ Detail-oriented

🤝 Diplomacy

😊 Enthusiasm

## LANGUAGES



English



Polish



Russian

## ACHIEVEMENTS

- 🌟 Increased guest satisfaction scores by 20% through improved service protocols.
- 🌟 Streamlined check-in/check-out processes, reducing wait times by 30%.