



SOPHIA BROWN

Front Office Executive

support@qwikresume.com

(123) 456 7899

Los Angeles

www.qwikresume.com

PROFESSIONAL SUMMARY

Results-oriented Front Office Executive with 5 years of experience in optimizing guest services and enhancing operational efficiency. Skilled in managing front desk operations, coordinating schedules, and ensuring exceptional customer experiences. Passionate about leveraging administrative expertise to support team goals and drive organizational excellence.

WORK EXPERIENCE

Front Office Executive

Jan / 2021-Ongoing

Maple Leaf Consulting

Toronto, ON

1. Welcomed and registered guests, ensuring a smooth check-in experience.
2. Managed front desk operations, ensuring a welcoming environment for all visitors.
3. Managed guest inquiries regarding reservations and service requests.
4. Efficiently routed calls and messages, ensuring prompt communication.
5. Processed guest check-outs, ensuring accuracy in billing.
6. Maintained computerized records of room availability and guest accounts.
7. Documented guest feedback and escalated issues to management as needed.

Front Office Executive

Jan / 2020-Jan / 2021

Crescent Moon Design

Portland, OR

1. Managed front office staff training and development, enhancing service quality.
2. Ensured the front desk provided professional and friendly service to guests.
3. Facilitated general administrative duties, including scheduling appointments.
4. Addressed inquiries about hotel services, guest registration, and local attractions.
5. Operated a multi-line switchboard, efficiently handling incoming calls.
6. Coordinated travel arrangements and logistics for guests.

EDUCATION

Bachelor of Business Administration

Jan / 2019-Jan / 2020

University of Phoenix

Portland, OR

Focused on business management and customer service strategies.

SKILLS

Microsoft Excel Proficiency

Ms Office Suite Expertise

Powerpoint Presentation Skills

Galileo Reservation System

Quality Assurance

INTERESTS

Podcasts

Language Learning

Dancing

Cycling

STRENGTHS

Intuition

Leadership

Listening

Mentorship

LANGUAGES



English



Polish



Dutch

ACHIEVEMENTS

Increased guest satisfaction scores by 20% through exceptional service delivery.

Streamlined check-in and check-out processes, reducing wait times by 30%.