

ROBERT SMITH

Front Office Supervisor/Medical Assistant

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SUMMARY

Highly skilled Operations Manager with Fifteen years of working experience in the hospitality industry. In depth knowledge of maintaining high standards for overseeing events, restaurants & front desk operations. Hands on experience in evaluating guest satisfaction levels and working toward continuous execution of exceptional meetings and events.

SKILLS

Microsoft Office, Customer Service.

WORK EXPERIENCE

Front Office Supervisor/Medical Assistant

ABC Corporation - November 2010 – December 2011

- Managed all aspects of front desk operations including the use of reservations system.
- Used innovative techniques to optimize hotel occupancy when blocking rooms.
- Trained all new employees and interns through our Manager in Training Program.
- Employed brainstorming and communication skills to resolve guest complaints.
- Assisted staff with expediting problem payments (e.g., problems processing credit card).
- Followed up with guest regarding satisfaction with guest-related issues.
- Anticipated sold-out situations and obtain satisfactory alternative accommodations when the property cannot accommodate guests with reservations.

Front Office Supervisor

ABC Corporation - 2005 – 2010

- Supervising of seven (7) employees in the day to day operations of the front office.
- Checking in/out of patients, coordination of vacation/sick days for employees.
- Entering hospital charges into NextGen system to include all demographic and insurance information as well as verifying insurance.
- Closing daily batches and making deposits.
- Ordering of all office supplies.
- Answering phones, scheduling appointments, pulling charts, filing.
- Providing support in any and all areas needed.

SCHOLASTICS

- Bachelor of Science in Resort and Hospitality Management - (Florida Gulf Coast University - Fort Myers, FL)