



CHARLOTTE HARRIS

Group Rooms Coordinator

✉ support@qwikresume.com

☎ (123) 456 7899

📍 Los Angeles

🌐 www.qwikresume.com

💡 SKILLS

Presentation Development



Budget Management



Scheduling



Problem Solving



Interpersonal Skills



📌 INTERESTS

📷 Photography 🌿 Gardening

🏠 Sports Coaching 🌐 Martial Arts

👤 STRENGTHS

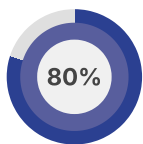
👁 Insightfulness

↔ Flexibility

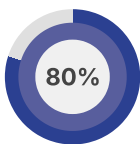
👥 Mentorship

📖 Wisdom

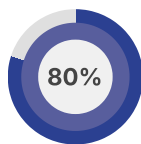
🗣 LANGUAGES



English



Polish



Italian

🌟 ACHIEVEMENTS

🌟 Successfully increased group booking retention by 20% through enhanced client engagement strategies.

🌟 Streamlined the reservation process, reducing booking errors by 15% and improving client satisfaction ratings.

👤 PROFESSIONAL SUMMARY

Accomplished Group Rooms Coordinator with 7 years of experience in optimizing group logistics and enhancing guest satisfaction. Proven expertise in managing reservations, coordinating event details, and building lasting relationships with clients. Committed to delivering exceptional service and streamlining operations to ensure seamless experiences for all group attendees.

💼 WORK EXPERIENCE

Group Rooms Coordinator

📅 May / 2021-Ongoing

Quantum Solutions LLC

📍 Phoenix, AZ

1. Established and maintained billing patterns and payment methods for corporate accounts.
2. Coordinated group information with contacts, ensuring timely communication and accuracy.
3. Participated in management meetings to provide insights and feedback on group event performance.
4. Created custom online web links for group bookings to enhance user experience.
5. Prepared comprehensive Group Resumes and Daily Information Sheets for departmental coordination.
6. Collaborated with Senior Sales Manager for manual input of local negotiated reservations.
7. Maintained an organized filing system for group contracts and arrival dates, ensuring easy access to information.

Group Rooms Coordinator

📅 May / 2018-May / 2021

Crescent Moon Design

📍 Portland, OR

1. Entered sales holds, group blocks, rates, and rooming lists into property management systems.
2. Served as the primary liaison between group planners and sales, ensuring clear communication.
3. Established rate codes and tracked reports to optimize pricing strategies.
4. Managed MARS requests and customer service inquiries related to pending reservations.
5. Conducted analysis of group performance during weekly lead pick-up meetings for continuous improvement.
6. Facilitated group bookings and assisted guests throughout their stay for optimal satisfaction.

🎓 EDUCATION

Bachelor of Science in Hospitality Management

📅 May / 2015 - May / 2018

University of Florida

📍 Phoenix, AZ

Focused on event planning, customer service, and operational management within the hospitality sector.