

Guest Service Agent

ROBERT SMITH

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Objective

Motivated Guest Service Agent with over 4+ years experience in a fast-paced team-based environment. Highly skilled in guest interaction, effective at anticipating and accommodating guest needs. Energetic, fast learner, enthusiastic and eager to be a part of a well established management. Highly successful at juggling multiple priorities while delivering superior service with a smile. Proficient at building positive relationships with new and existing guest. Courteous, responsible, and reliable always willing to go that extra mile to guarantee guest satisfaction and loyalty.

Skills

Multiple Cashier Systems, Maestro Front Office System, Microsoft Outlook, and Typing Approx 40 Wpm.

Work Experience

Guest Service Agent

ABC Corporation - June 2011 - December 2014

- Managed executive calendar and coordinated weekly project team meetings.
- Completed all store merchandising and floor layouts managed office supplies, vendors, organization and upkeep.
- Answered and managed incoming and outgoing calls while recording accurate messages.
- Answered an average of 50 calls per day by addressing customer inquiries, solving problems and providing new product information.
- Greeted customers entering the store to ascertain what each customer wanted or needed.
- Described product to customers and accurately explained details and care of merchandise.
- Recommended, selected and helped locate and obtain out-of-stock product based on customer requests.

Loss Prevention Agent

ABC Corporation - October 2009 - May 2011

- Conducted two security audits per month to identify potential problems related to physical security, staff safety, and asset protection.
- Detained and interviewed shoplifters, resulting in a higher rate of cash and merchandise recovery.
- Agents also deal with irate guests and find ways to resolve issues to the guests satisfaction.
- Worked with store management to implement company safety programs and awareness, reducing workers compensation costs.
- Analyzed and investigated all incidents alongside functional management and security supervisors.
- Identified fraudulent transactions and accounts, resulting in 35 prosecutions.
- Reduce and control loss of inventory through audits, training, and education.

Education

Master Of Arts in Human Resource Development - (Bowie State University - Bowie, MD) Bachelor Of Science in Business Administration - (Bowie State University - Bowie, MD) Associate in Applied Science in Hotel & Restaurant Management - (Central Pennsylvania College - Summerdale, PA)