



BENJAMIN LEE

Hotel Reservation Agent

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(123) 456 7899

Los Angeles

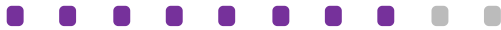
www.qwikresume.com

SKILLS

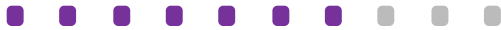
Front Desk Reservations/Customer Service



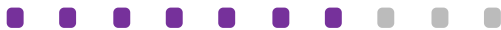
Event Coordination



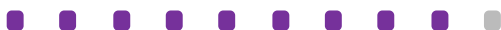
Networking Skills



Sales Forecasting



Database Management



INTERESTS

Birdwatching Traveling

Sports Coaching Knitting

STRENGTHS

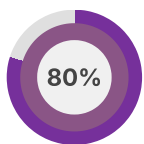
Pragmatism

Sensitivity

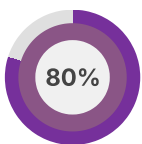
Sincerity

Stability

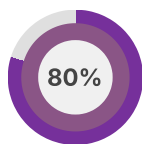
LANGUAGES



English



Russian



Italian

ACHIEVEMENTS

Increased guest satisfaction scores by 15% through personalized service.

Achieved a 25% boost in upsell revenue by promoting hotel amenities.

PROFESSIONAL SUMMARY

Reservation Agent is responsible for connecting guests who are looking for accommodations in a specific area with the appropriate properties.

WORK EXPERIENCE

Hotel Reservation Agent

May / 2021-Ongoing

Blue Sky Innovations

Chicago, IL

1. Make or cancel reservations for guests when they call, transfer calls to the proper department.
2. Provided sufficient customer service in the allotted amount of time.
3. Assisted customers with hotels reservations.
4. Resolved customer service issues.
5. Conferred with clients and hotels via email and phone to check room availability, make and confirm reservations, and cancel or reschedule previously.
6. Greet every customer with enthusiasm and energy.
7. Indicated special room reservation types (e.g., complimentary rooms, employee discounts, travel agent inspection rates, and wholesale reservations) by inputting the correct code and rate into the reservation system.

Hotel Reservation Agent

May / 2018-May / 2021

Crescent Moon Design

Portland, OR

1. Make or cancel reservations for guests when they call, transfer calls to the proper department.
2. Provided sufficient customer service in the allotted amount of time.
3. Created reservations for the customers.
4. Assisted customers with hotels reservations.
5. Resolved customer service issues.
6. Conferred with clients and hotels via email and phone to check room availability, make and confirm reservations, and cancel or reschedule previously.
7. Developed and maintained relationships with travel agents, boosting referral bookings by 30% over six months.

EDUCATION

Bachelor of Science in Hospitality Management

May / 2015 - May / 2018

University of Nevada, Las Vegas

Chicago, IL

Focused on hotel management, customer service, and operational efficiency.