



OLIVIA SMITH

Assistant Manager On Duty

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PROFESSIONAL SUMMARY

Dynamic Assistant Manager On Duty with 5+ years of experience in optimizing operations and enhancing customer satisfaction. Proven track record in team leadership and driving sales growth through effective training and development.

WORK EXPERIENCE

Assistant Manager On Duty 📅 May / 2021-Ongoing
Blue Sky Innovations 📍 Chicago, IL

- 1. Conducted training with staff.
- 2. Directed and coordinated hotel staff daily.
- 3. Responsible for maintaining the Hotel standards that have been outlined by the GM and the Standard Operating Procedures.
- 4. Dealed with daily conflict resolution.
- 5. Ensured guest satisfaction by empathizing and sympathizing with them to try and fix their concerns.
- 6. Supported and communicated with every area of the hotel, "front of the house and back of the house", to ensure continuity of the hotel when upper management is gone.
- 7. Handled revenue settlements, and the disputes of hotel charges.

Manager On Duty 📅 May / 2020-May / 2021
Cactus Creek Solutions 📍 Phoenix, AZ

- Acting manager when store manager is not present; Responsible for training and evaluating new employees; Schedule staff breaks; Assign tasks to .
- Cash register, Customer service, received and shipped out movies and products to other stores, restocked shelves, rented out movies to customers .
- I went from Customer Service Rep to manager on duty which helped me learn that I can be a good leader.
- Skills Used Leadership skills, Team player, Customer service, Customer complaints, Cash register, daily paperwork, trained new hires.
- Maintained composure while effectively handling emergency situations -Provided safety, support and solved concerns and problems for clients and .
- Managed daily functions of 700 room International Hotel to include front desk, all hotel services, restaurants and shops Excelled at providing .

EDUCATION

Bachelor of Science in Hospitality Management 📅 May / 2019 - May / 2020
University of Hospitality Excellence 📍 Portland, OR

Studied hospitality management principles, focusing on operations and customer service.

SKILLS



INTERESTS

- 🎬 Film
- 🧘 Meditation
- 🔨 Woodworking
- 🎮 E-sports

STRENGTHS

- ⚡ Agility
- ✅ Integrity
- 🛡 Resilience
- 😊 Enthusiasm

LANGUAGES



ACHIEVEMENTS

- ★ Implemented a new training program that improved staff efficiency by 25%.
- ★ Achieved a 30% increase in guest satisfaction ratings through targeted service enhancements.