

# Robert Smith

## Reservation Clerk

### PERSONAL STATEMENT

Seeking a permanent and challenging opportunity with a progressive and growth-oriented organization, in a position where my self-motivation and determination will be effectively utilized, with the opportunity to advance.

### WORK EXPERIENCE

#### **Reservation Clerk**

**ABC Corporation - February 2006 - September 2006**

##### *Responsibilities:*

- Processed all reservation requests.
- Introduced our customers to products and services available through our partner companies.
- Interacted with online systems to identify hotel availability and room options.
- Provided world-class customer service.
- Developed and maintained positive working relationships with others.
- Supported team to reach common goals.
- Complied with quality assurance expectations and standards.

#### **Reservation Clerk**

**Delta Corporation - 2004 - 2006**

##### *Responsibilities:*

- Inbound call center.
- Setting reservations for clients and providing information about special transit services.
- Lake Jackson Texas Night audit, Guest services front desk Balancing motels previous days business, prepare for next days business Credit card .
- Excellent guest service skills and computer skills required.
- Hotel or resort experience preferred.
- Answered an average of three hundred customer calls in a day through the call center queue.
- Worked as a efficient agent booking numerous reseravtion for all three accommodations.

### Education

MS

### **CONTACT DETAILS**

1737 Marshville Road,  
Alabama  
(123)-456-7899  
info@qwikresume.com  
[www.qwikresume.com](http://www.qwikresume.com)

### **SKILLS**

Microsoft Office, Corel,  
BlueMoon Leasing  
Software, PeopleSoft  
Medical Software.

### **LANGUAGES**

English (Native)  
French (Professional)  
Spanish (Professional)

### **INTERESTS**

Climbing  
Snowboarding  
Cooking  
Reading

### **REFERENCES**

Reference - 1 (Company  
Name)  
Reference - 2 (Company  
Name)