

# Robert Smith

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## Reservation Clerk

### SUMMARY

Solutions-oriented Reservation Clerk professional eager to apply my skills with my Associate degree in Business Finance towards launching a successful career with an organization that will capitalize on Business administrative skills, leadership, and accounting skills while offering opportunities for ongoing professional growth in exchange for a solid work ethic, integrity, and commitment to superior performance.

### SKILLS

Microsoft Office, Adobe, Powerpoint, Conflict Resolution, Psychology, Interviewing, Social Networking.

### WORK EXPERIENCE

#### Reservation Clerk

ABC Corporation - 2006 - 2006

- In charged of managing the kitchen, cleaning and cooking.
- Assisted with the drive thru orders.
- Established a positive rapport with the Customers.
- Interacted with customers to address and resolve any issues.
- Mentored new team members.
- Verified customers credit, and establish how the customer will pay for the accommodation in accordance with the CBQ policy.
- Performed simple bookkeeping activities, such as balancing cash accounts.

#### Reservation Clerk

Delta Corporation - 2004 - 2006

- In charge of managing incoming calls, opening cases, and authorizing sessions.
- The first line of contact with the Clients, requiring full accountability and ownership for meeting the Clients needs and demands.
- Establishes a positive rapport with the Client(s) to develop and maintain long-term relationships to understand Client(s) business needs, objectives, and expectations.
- Resolved diverse and complex inquiries through advanced analytical and problem-solving skills.
- Significantly enhanced office operations, productivity, and quality through automation of processes and databases.
- Interacted with customers to address and resolve billing discrepancies.
- Mentors new team members.

### EDUCATION

Associate In Business Administration