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| Michael Johnson | | |
| Summary  Results-driven Senior Bellhop with over 7 years of experience in luxury hospitality. Expertise in managing guest services, ensuring operational efficiency, and training new staff to deliver top-notch customer experiences.  Work Experience  **Senior Bellhop Jan 2020 – Present**  Luxury Grand Hotel Los Angeles, CA   * Supervised a team of 5 bellhops, enhancing service quality and efficiency through targeted training programs. * Increased guest satisfaction scores by 25% through proactive guest engagement and personalized service.   **Bellhop Supervisor Feb 2015 – Dec 2019**  Coastal View Resort Los Angeles, CA   * Managed daily operations of the bell staff, ensuring top-level service for high-profile guests. * Implemented a new luggage handling system that reduced wait times by 30% and improved overall guest experience.   Education Bachelor of Science: Hospitality Management Jan 2014 *University of California**Los Angeles, CA*  certifications   * Certified Hospitality Supervisor – AHLEI – 2016 | Contact  (345) 678-9012  michael.johnson@example.com  Los Angeles, CA 90001  Skills  Leadership  Guest Relations  Staff Training  Operational Management  Conflict Resolution  Luggage Logistics  Event Coordination  Attention to Detail |