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| Michael Smith |
| SummaryDedicated Concierge with over 5 years of experience in high-end hospitality environments. Proven track record of delivering exceptional service, managing guest requests, and creating memorable experiences through strong local knowledge.Work Experience**Concierge Mar 2018 – Present**The Luxury Resort Miami, FL* Coordinated personalized guest experiences, resulting in a 20% increase in positive guest feedback.
* Managed complex reservations and itineraries for VIP guests, ensuring seamless service.

**Guest Services Associate May 2016 – Feb 2018**City Center Hotel Miami, FL* Responded to guest inquiries and requests efficiently, enhancing overall satisfaction.
* Organized local events and activities, boosting hotel occupancy during peak seasons.

EducationBachelor of Science: Hospitality Management May 2016*University of Miami**Miami, FL*certifications* Certified Hospitality Concierge – American Hotel and Lodging Educational Institute – 2020
 | Contact(987) 654-3210michael.smith@example.comMiami, FL 33101SkillsGuest RelationsEvent PlanningLocal KnowledgeReservation ManagementConflict ResolutionTeam CollaborationAttention to DetailLanguage Proficiency (Spanish)Customer Feedback Management |