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| Michael Smith | | |
| Summary  Dedicated 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.   Education Bachelor of Science: Hospitality Management May 2016 *University of Miami**Miami, FL*  certifications   * Certified Hospitality Concierge – American Hotel and Lodging Educational Institute – 2020 | Contact  (987) 654-3210  michael.smith@example.com  Miami, FL 33101  Skills  Guest Relations  Event Planning  Local Knowledge  Reservation Management  Conflict Resolution  Team Collaboration  Attention to Detail  Language Proficiency (Spanish)  Customer Feedback Management |