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| Jane Smith | | |
| Summary  Dedicated Hotel Front Desk Agent with over 5 years of experience in the hospitality industry. Proven track record of managing front desk operations and delivering exceptional service to guests.  Work Experience  **Front Desk Agent May 2021 – Present**  Chicago Grand Hotel Chicago, IL   * Streamlined check-in/check-out processes, reducing wait times by 30%. * Trained and mentored new staff, improving team efficiency and guest satisfaction ratings.   **Front Desk Associate Jan 2018 – Apr 2021**  Downtown Suites Chicago, IL   * Handled guest complaints with professionalism, achieving a 95% satisfaction rate. * Managed daily bookings and ensured optimal room occupancy during peak seasons.   Education Bachelor's Degree: Hospitality Management Jan 2017 *University of Illinois**Chicago, IL*  certifications   * Certified Hospitality Professional – AHLEI – 2020 | Contact  (555) 987-6543  janesmith@example.com  Chicago, IL 60601  Skills  Guest Relations  Conflict Resolution  Reservation Management  Cash Handling  Sales Skills  Team Leadership  Scheduling  Microsoft Office Suite |