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| Jane Smith |
| SummaryDedicated 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.

EducationBachelor's Degree: Hospitality Management Jan 2017*University of Illinois**Chicago, IL*certifications* Certified Hospitality Professional – AHLEI – 2020
 | Contact(555) 987-6543janesmith@example.comChicago, IL 60601SkillsGuest RelationsConflict ResolutionReservation ManagementCash HandlingSales SkillsTeam LeadershipSchedulingMicrosoft Office Suite |