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## Front Desk Officer Resume

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### Job Objective

Front Desk Officer seeking position with organization that has the potential for career growth possibilities.

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### Highlights of Qualifications:

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- Familiar with scheduling patients on a computerized system
  - Knowledge of insurance verification and collection of co-payments
  - Strong working knowledge of computer
  - Ability to work for long time
  - Excellent communication skills
  - Superb ability to work independently
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### Professional Experience:

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Front Desk Officer  
Starwood Hotels, Indianapolis, IN  
August 2005 – Present

- Registered and assigned rooms to guests as per quoted rates.
- Coordinated between the Front Desk and the Housekeeping Department.
- Ensured correct charges and credits are posted to the corresponding guest folio.
- Ensured all cash and cash equivalents are accounted for and balanced at the beginning and end of each work shift.
- Responded to guest inquiries efficiently and appropriately.
- Provided administrative, reception and program support to management and staff.

Front Desk Officer  
Hilton Hotels Corporation, Indianapolis, IN  
May 2000 – July 2005

- Managed incoming and out going calls through EPBAX.
  - Provided necessary supports to visitors at Reception Desk.
  - Managed incoming and out going couriers.
  - Arranged meetings and conferences during client visit
  - Supervised housekeeping services, cafeteria and food management services
  - Managed all day to day operations of facility and transport of visitors and guests
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### Education:

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Associate Degree in Hospitality Management  
Mercer County Community College, Trenton, NJ

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