
FRONT OFFICE EXECUTIVE RESUME

Summary:

A people-oriented person with a happy disposition in life; has engaged self in tasks that dealt with business development activities, mapping of new market segments, sourcing out of new accounts and opportunities, relationship-building, customer service and guest-relations; can work well with different people from all levels and has a very optimistic view in life; can drive people and motivate them towards a common goal; highly organized and can work with minimal supervision.

Professional Experience:

Front Office Executive January 2007 – Present
Dallas Hilton, Dallas, California

Responsibilities:

- Functioned as a receptionist wherein initial front office operations with clients are done.
- Coordinated and updated various department details regarding ticketing, reservations, inquiries and records.
- Responded and attended to different complaints, service issues and other general questions or concerns.
- Responsible for managing guest, clients and candidates.
- Managed multi-line phone system.
- Responsible for greeting and directing guest and staff.

Guest Relations Officer June 2004– January 2007
Hilton Grand Vacations Company, Orlando, Florida

Responsibilities:

- Responded to guests, client's' inquiries and requests.
- Managed guest relation activities.
- Coordinated request of guest to other departments such as housekeeping, pantry, etc.
- Responded to different complaints of guest and offered a solution.
- Responsible for answering and attending to incoming and outgoing calls.
- Responsible for transferring calls to the concerned departments.

Hotel Receptionist February 1999 – May 2001
Hilton Garden Inn, Valencia, California

Responsibilities:

- Functioned as a receptionist wherein initial front office operations with clients are done.
- Coordinated and updated various department details regarding ticketing, reservations, inquiries and records.
- Responded and attended to different complaints, service issues and other general questions or concerns.
- Responsible for managing guest, clients and candidates.
- Managed multi-line phone system.
- Responsible for greeting and directing guest and staff.

Guest Relations Officer June 2004– January 2007
Hilton Grand Vacations Company, Orlando, Florida

Education:

1994- 1999 Bachelor of Science in Hotel and Restaurant Management
Columbia University, NY
1990 – 1994 Associate Degree in Public Relation
Columbia University, NY

Skills:

- Proficiency in computer applications (MS Office Word, Excel, PowerPoint, Outlook, Oracle CRM) related to work
- Good customer relations skills
- Proficiency in both oral and written communication skills
- Good time management skills
- Organization, documentation, bookkeeping and coordination skills

Awards and Honors:

Employee of the Year, Hilton Hotels, 2007

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