
VIP Manager Resume

Job Objective

Accomplished VIP Manager searching for position with well-established firm where my experienced will be utilized to the fullest.

Highlights of Qualifications:

- Huge experience in managing VIP customers, monitoring all front desk activities of luxury resort and developing various VIP strategies
 - Expertise in VIP management
 - Profound knowledge of promotional spends for VIPs
 - Operational knowledge of Microsoft Office applications
 - Immense ability to work with various genres of VIPS
 - Ability to maintain confidentiality on VIP activities
 - Skilled to provide excellent customer services
 - Exceptional skills to work in a fast moving environment
 - Proficient in dealing with large number of people
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Professional Experience:

VIP Manager

Verizon Communications, Dayton, OH

October 2008 – Present

- Developed and managed all VIP programs for high profile guests of resort.
- Coordinated with prospective customers and attended various VIP events.
- Reviewed success of guests and initiated programs accordingly.
- Initiated market research programs and gathered insights of customer expectation.
- Monitored all on and off line events for VIPs.
- Assisted issues concerning VIPs immediately.
- Prepared weekly reports to be submitted to executive management team.
- Handled all customer queries.

VIP Coordinator

T-Mobile, Dayton, OH

August 2003 – September 2008

- Managed efficient check in and check outs for all VIP clientele.
- Administered services provided to guests and ensured availability of personalized services.
- Organized limousines pickup and drop for VIPs.
- Determined all guest needs and informed hosts and supervisors on potential problems.
- Maintained confidentiality of all records regarding guests.
- Ensured availability of pleasant task at all times.

VIP Specialist

KeyCorp, Dayton, OH

May 1998 – July 2003

- Administered optimal customer services to VIPs and ensured assistance at all times.
 - Analyzed guest needs and made reservations accordingly.
 - Ensured privacy of all VIP guests in accordance to policies.
 - Managed facility for VIP events.
 - Assisted guests and informed of charges and credits.
 - Established effective system and maintained highest level of customer services to client.
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Education:

Bachelor's Degree in Marketing

Susquehanna University, Selinsgrove, PA

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