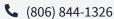
# **Felecia Siniard**

Bellhop



✓ <u>felecia.siniard@gmail.com</u>



• 123 Maple Street, Omaha, NE 68104

#### Education

**Certificate in Hospitality** and Customer Service at University of Nebraska-Lincoln, NE

Sep 2018 - May 2022

Relevant Coursework: Hospitality Management, Customer Service Excellence, Food and Beverage Operations, Front Office Operations, Event Planning, and Housekeeping Management.

#### Links

linkedin.com/in/feleciasiniard

#### **Skills**

Luggage Handling

**Customer Service** 

**Time Management** 

**Communication Proficiency** 

**Problem Solving** 

**Multitasking Abilities** 

**Basic Computer Skills** 

### Languages

English

Urdu

# **Hobbies**

#### **Profile**

Energetic and customer-oriented Bellhop with 1 year of experience in providing exceptional guest services in fast-paced hospitality environments. Adept at handling luggage and guest requests, assisting with concierge services, and maintaining a professional demeanor at all times. Committed to ensuring a seamless and memorable experience for guests while contributing to the success of the establishment.

## **Employment History**

#### Bellhop at Bellhop Moving, NE

May 2023 - Present

- Successfully completed over 150 moves for clients within one year, resulting in a 98% customer satisfaction rating and numerous positive reviews for Bellhop Moving, NE.
- Streamlined the packing and unpacking process for customers, reducing average move time by 20% and increasing overall efficiency for the team.
- Trained and mentored five new bellhops, helping them to quickly adapt to company procedures and improve their performance, contributing to a 15% increase in team productivity.

#### Bellhop Trainee at Two Men and a Truck, NE

Aug 2022 - Apr 2023

- Successfully completed training program and became a certified Bellhop, achieving a 95% score on the final assessment, which was the highest among all trainees in the NE location.
- Consistently maintained a customer satisfaction rating of 98% over a period of six months, resulting in positive feedback from clients and recognition from management for exceptional service.
- Assisted in training and mentoring three new Bellhop Trainees, who all went on to pass their assessments with scores above 90%, improving the overall efficiency and performance of the team.

#### Certificates

**Certified Moving Consultant (CMC)** 

Dec 2021

Certified Office and Industrial Mover (COIM)

Aug 2020

# Memberships

American Moving and Storage Association (AMSA)

**Better Business Bureau (BBB)**