

RONDALYN ADRIANZEN

Front Desk Agent

rondalyn.adrianzen@gmail.com

(110) 660-0990

123 Maple Street, Little Rock, AR 72201



PROFILE

Dedicated Front Desk Agent with 1 year of experience providing exceptional customer service in fast-paced hospitality environments. Proficient in managing reservations, handling guest inquiries, and coordinating guest services. Demonstrated ability to manage multiple tasks with excellent problem-solving and communication skills. Committed to ensuring guest satisfaction and enhancing the overall guest experience.

LINKS

[linkedin.com/in/rondalynadrianzen](https://www.linkedin.com/in/rondalynadrianzen)

SKILLS

Multitasking

Time-management

Problem-solving

Customer service

Microsoft Office

Communication

Organization

LANGUAGES

English

French

HOBBIES

Photography

Calligraphy

EMPLOYMENT HISTORY

● Front Desk Agent at Hilton Garden Inn Fayetteville, AR

Apr 2023 - Present

- Successfully managed over 500 check-ins and check-outs per month, ensuring a smooth and efficient guest experience at Hilton Garden Inn Fayetteville, AR.
- Increased overall guest satisfaction scores by 15% within one year, through exceptional customer service and prompt resolution of guest issues and concerns.
- Streamlined front desk operations by implementing an improved organization system, resulting in a 20% reduction in guest wait times during peak hours.
- Proactively upsold hotel services and amenities, contributing to a 10% increase in ancillary revenue for the property within a six-month period.

● Front Desk Associate at DoubleTree by Hilton Hotel Little Rock, AR

Aug 2022 - Feb 2023

- Successfully managed a high volume of over 500 check-ins and check-outs per week, ensuring smooth operations and a positive guest experience at DoubleTree by Hilton Hotel Little Rock, AR.
- Increased customer satisfaction ratings by 25% within the first six months by implementing effective communication strategies and promptly addressing guest concerns.
- Contributed to a 15% increase in repeat bookings by upselling hotel amenities and local attractions, resulting in an additional revenue of \$50,000 annually.

EDUCATION

Diploma in Hospitality Management at University of Arkansas, Fayetteville, AR

Sep 2018 - May 2022

Relevant Coursework: Hospitality Operations, Food and Beverage Management, Hotel and Restaurant Marketing, Event Planning, Customer Service, Human Resources Management, Financial Management, and Hospitality Law.

CERTIFICATES

Certified Guest Service Professional (CGSP)

Jun 2022

Front Desk Representative Certification from the American Hotel & Lodging Educational Institute (AHLEI)