

# Yoselyne Quaintance

Front Desk Clerk

## Profile

Detail-oriented Front Desk Clerk with 1 year of experience providing exceptional customer service in fast-paced environments. Adept at handling administrative tasks, managing reservations, and addressing guest inquiries with professionalism and efficiency. Proven ability to multitask and prioritize tasks while maintaining a welcoming and organized front desk area. Seeking opportunities to contribute to a positive guest experience and support the overall success of the hospitality team.

## Employment History

### Front Desk Clerk at Marriott International, IA

Mar 2023 - Present

- Successfully managed a high volume of 300+ daily guest check-ins and check-outs, ensuring a seamless and efficient process for all guests.
- Implemented a new customer service training program for the front desk team, resulting in a 25% increase in guest satisfaction scores within six months.
- Streamlined the reservation management system, reducing booking errors by 40% and increasing room revenue by 15% over a one-year period.
- Developed and organized weekly team meetings to discuss guest feedback, identify areas for improvement, and implement solutions, leading to a 20% reduction in guest complaints.

### Front Desk Associate at Hyatt Regency, IA

Jul 2022 - Jan 2023

- Successfully managed the check-in and check-out process for an average of 150 guests daily, ensuring a smooth and efficient experience for all guests during their stay at Hyatt Regency, IA.
- Consistently maintained a customer satisfaction rating of 95% or higher for six consecutive months, contributing to the overall improvement of the hotel's reputation and guest experience.
- Implemented a new system for organizing and managing room reservations, resulting in a 20% reduction in booking errors and a 15% increase in overall front desk efficiency.

## Certificates

### Certified Front Desk Representative (CFDR)

Nov 2021

### Certified Guest Service Professional (CGSP)

Sep 2020

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## Education

### Diploma in Hospitality and Customer Service at Des Moines Area Community College, Ankeny, IA

Sep 2017 - May 2022

Relevant Coursework: Customer service principles, hospitality management, food and beverage operations, event planning, marketing, communication, leadership, and human resources management.

## Links

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

## Skills

Multitasking

Time-management

Microsoft Office

Customer service

Problem-solving

Communication

Organization

## Languages

English

German