

Philip Kleczkowski

Reservations Agent

✉ philip.kleczkowski@gmail.com

☎ (302) 226-7673

📍 1234 Sunshine Lane, San Francisco, CA 94105, USA

Education

Associate of Applied Science in Hospitality and Tourism Management at California State University, Long Beach

Sep 2018 - May 2022

Relevant Coursework:
Hospitality Operations, Event Planning, Tourism Management, Food and Beverage Management, Hospitality Marketing, and Customer Service.

Links

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

Skills

Multitasking

Time-management

Problem-solving

Communication

Attention to detail

Amadeus proficiency

Sabre expertise

Languages

English

Russian

Hobbies

Profile

Dedicated Reservations Agent with 1-year experience in providing exceptional customer service and managing reservations for hotels and travel agencies. Proficient in booking software, handling high call volumes, and addressing complex inquiries. Demonstrates a strong commitment to customer satisfaction and seamless travel experiences. Adept at multitasking and working in fast-paced environments, seeking to contribute to a dynamic team and enhance the guest experience.

Employment History

Reservations Agent at OpenTable, CA

May 2023 - Present

- Successfully managed and processed over 300 daily reservations, ensuring a seamless dining experience for customers and maintaining a 95% customer satisfaction rate.
- Streamlined the reservations process by implementing an efficient booking system, leading to a 20% increase in productivity and a 15% reduction in customer wait times.
- Consistently met and exceeded monthly sales targets by upselling premium dining experiences and special events, resulting in a 30% increase in revenue for the company.
- Developed and maintained strong relationships with over 100 local partner restaurants, contributing to a 25% increase in repeat bookings and fostering long-term partnerships.

Reservations Agent Trainee at Resy, CA

Aug 2022 - Mar 2023

- Successfully managed and processed over 500 daily reservations, ensuring a 95% customer satisfaction rate and contributing to a 20% increase in overall bookings for Resy, CA within the first six months of employment.
- Streamlined the reservation confirmation process by implementing an automated SMS/email system, resulting in a 30% reduction in customer complaints regarding communication and improving efficiency within the team.
- Identified and resolved over 100 booking discrepancies per month, leading to a 15% decrease in reservation errors and cancellations, and maintaining Resy, CA's reputation for accuracy and reliability.

Certificates

Certified Travel Associate (CTA)

Jan 2022

International Air Transport Association (IATA) Certificate in Reservations and Ticketing

May 2020