

Joe Smith

Brooklyn, NY 11235

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EDUCATION

Kingsborough Community College

Associate of Applied Science Degree in Tourism and Hospitality, G.P.A: 3.9

Brooklyn, NY

Expected 06/2025

WORK EXPERIENCE

ABC Hotel and Suites

Hotel Manager

- Oversee daily front desk operations, maintenance and housekeeping for more than 40 employees
- Resolve operational challenges and obstacles by reviewing and monitoring business flow and associate performance
- Cooperate with sales and marketing staff to create and implement various strategies for improved customer satisfaction, occupancy levels and profits

New York, NY

01/2021 - Present

DEF Vacation Hotels and Resorts

Property Manager

- Performed management tasks such as rental adjustments, lease negotiations, and resident communications
- Inputted payroll, arrange employee schedules and reviewed and paid invoices
- Communicated with residents to resolve rental, management, and maintenance issues
- Managed a 20-person team handling the daily operations of the front desk, room service, main dining room, and housekeeping service

Brooklyn, NY

09/2020 - 12/2020

GHI Bed and Breakfast

Front Desk Associate

- Checked guests in/out of the hotel and answered phone calls
- Prepared proper billing procedures daily
- Received and resolved complaints and grievances
- Made essential travel arrangements for guests

Brooklyn, NY

09/2018 - 8/2020

INTERNSHIP

ABCD Hotels/Resort and Suites

Hospitality and Tourism Intern

- Checked customers in and out at the front desk
- Delivered work orders to staff from Property Manager

Brooklyn, NY

11/2021

CERTIFICATIONS

- Certified Hospitality Revenue Manager (CHRM), 2024
- Guest Services Professional Certificate, 2024
- OSHA 30 Safety Certificate, 2024

SKILLS

- Customer Service
- Conflict Resolution
- Professionalism
- Basic knowledge of Microsoft Office