

Jane Smith

Brooklyn, NY 11235

(347) 555-1234

j_smith@gmail.com

EDUCATION

Kingsborough Community College

Associate of Applied Science Degree in Tourism and Hospitality, G.P.A: 3.7

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
- Coordinate with sales and marketing staff to create and implement various strategies for improved customer satisfaction, occupancy levels and profits

New York, NY

12/2021 - Present

DEF Vacation Hotels and Resorts

Night Auditor

- Checked in guests, answered phones and took reservations
- Processed invoices, posted checks to vendors and distributed employee checks
- Kept accurate financial records and ledgers
- Helped prepare for forecasts and audits

Brooklyn, NY

10/2020 - 11/2021

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

- Assisted with checking in guests
- Delivered work orders to staff from property manager

Brooklyn, NY

11/2021

CERTIFICATIONS

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

SKILLS

- Customer Service
- Basic knowledge of Microsoft Office
- Proficient in ResNexus and Visual Matrix PMS