




# JOSEPH CORBIN

Hotel front desk receptionist with a strong hospitality management and business administration background. Skilled at managing reservations, providing quality guest services, and efficiently handling administrative tasks. Hold certifications in hospitality supervision, front desk representation, and guest service.

## CONTACT

 (123) 456-7890

 email@example.com

 LinkedIn | Portfolio

 Seattle, WA 12345

## KEY SKILLS

- Basic accounting
- Customer service
- Hotel reservation systems
- Reservations management
- Task prioritization

## EDUCATION

Associate of Applied Science in  
Hospitality Management  
UNIVERSITY OF NEVADA, Las Vegas, NV  
May 2018

Bachelor of Science in Hotel  
Administration  
CORNELL UNIVERSITY, Ithaca, NY  
December 2017

Bachelor's Degree in Business  
Administration with a concentration in  
Hospitality Management  
FLORIDA INTERNATIONAL UNIVERSITY,  
Miami, FL  
June 2019

## PROFESSIONAL EXPERIENCE

Front Desk Supervisor | Marriott International, Las Vegas, NV  
January 2019 to present

- Supervise a team of five front desk receptionists, ensuring efficient and high-quality guest services
- Established a new reservation management system that resulted in a 20% increase in efficiency and a 15% decrease in booking errors
- Resolved over 90% of guest complaints, leading to a 10% increase in overall guest satisfaction ratings

Front Desk Receptionist | Hilton Worldwide Holdings, Miami, FL  
June 2018 to December 2018

- Managed all aspects of reservations, including online bookings, phone reservations, changes, cancellations, and no-shows
- Provided quality guest services, including greeting guests, providing information, and resolving complaints
- Handled administrative tasks such as maintaining guest records, managing invoices and billing, and coordinating with other departments

## PROFESSIONAL DEVELOPMENT

- American Hotel & Lodging Educational Institute
- Certified Front Desk Representative (CFDR)
- Certified Guest Service Professional (CGSP)
- Certified Hospitality Supervisor (CHS)