



# JAMES NGUYEN

GUEST SERVICES REPRESENTATIVE

## CONTACT



(123) 456-7890



email@example.com



City, State Abbreviation Zip



LinkedIn | Portfolio

## KEY SKILLS

- Guest check-in and check-out procedures
- Event planning and coordination
- Hotel reservation systems
- Conflict resolution
- Customer loyalty programs

## EDUCATION

Bachelor of Science in Hospitality  
Management | City College, City, ST |  
May 2016

## ABOUT ME

### Experienced Hospitality Specialist Dedicated to Exceptional Guest Experiences

Hospitality expert with six years of experience in hotel guest services and event coordination. Adept at resolving guest concerns and ensuring high levels of satisfaction.

## PROFESSIONAL EXPERIENCE

### Guest Services Representative | March 2019 to present

GrandStay Hotels, City, ST

- Delivered outstanding guest experiences, achieving a 98% satisfaction score in annual surveys
- Coordinated events and conferences for up to 200 attendees, ensuring seamless operations
- Resolved guest complaints within 24 hours, reducing negative feedback by 25%

### Front Desk Agent | June 2016 - March 2019

CityScape Hotels, City, ST

- Managed guest reservations, check-ins, and check-outs for a 150-room hotel
- Upsold premium rooms and services, increasing monthly revenue by 10%
- Trained staff on reservation software, reducing errors by 20%