

# Catherine Evans

## Hospitality Hotel

Guest experience manager with six years across upscale full-service hotels. Track record of tightening service recovery workflows, coaching front-of-house teams, and running conference and wedding group blocks without operational fallout.

### CONTACT INFORMATION

-  (612) 555-0143
-  priya.ramaswamy@example.com
-  Minneapolis, MN 12345

### EDUCATION

B.A. Business Administration,  
University of Wisconsin,  
Milwaukee, 2018

Guest Service Leadership  
Training, American Hotel and  
Lodging Educational Institute,  
2021

### KEY SKILLS

- Opera Cloud property management system
- Medallia guest feedback platform
- Service recovery and case management
- Group block coordination
- Hilton Honors and InterContinental One Rewards
- Revenue and rate parity checks
- Staff coaching and calibration
- Kronos scheduling
- Conflict de-escalation
- Basic Tamil, conversational Hindi

### PROFESSIONAL EXPERIENCE

GUEST EXPERIENCE MANAGER | NORTH LOOP GRAND HOTEL, MINNEAPOLIS, MN,  
2022 – PRESENT

- Own guest satisfaction operations for a 312-room upscale property, including in-stay outreach and post-stay recovery.
- Rebuilt the case-handling workflow in Medallia and cut average response time on guest complaints from 32 hours to under 9.
- Coordinate with F&B, housekeeping, and engineering on daily standups; recognized in two consecutive brand audits for department alignment.
- Train and calibrate 22 front-of-house associates each quarter on brand service standards.
- Manage a monthly recovery budget of about \$6,400 and keep spend within plan while improving problem-resolution scores.

FRONT OFFICE SUPERVISOR | RIVERBEND CONFERENCE HOTEL, MILWAUKEE, WI,  
2020 – 2022

- Supervised night and swing shift teams of 6 to 9 agents at a 245-room convention property.
- Managed 40 to 60 group arrivals per week across corporate and wedding blocks, coordinating pre-keying and welcome amenities.
- Cross-trained with reservations to fix rate-parity issues across Expedia, Booking.com, and brand.com.
- Piloted a mobile check-in workflow for elite loyalty members that expanded property-wide the following year.

FRONT DESK AGENT | RIVERBEND CONFERENCE HOTEL, MILWAUKEE, WI,  
2018 – 2020

- Averaged the highest loyalty enrollment rate on the morning team for five straight quarters.
- Handled overflow reservations calls on weekends and holidays.
- Promoted to supervisor after 20 months.

