



Cordelia Blackwood

Front Desk Professional

Phone: (555) 234-7890

Address: Denver, CO

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- Dedicated front desk professional with 4 years of experience in luxury hospitality environments, specializing in guest relations and reservation management for high-volume properties
- Proven track record of maintaining 96% guest satisfaction scores while managing 150+ daily interactions across multiple communication channels
- Bilingual communicator (English/Spanish) with expertise in Opera PMS, conflict resolution, and VIP guest services

WORK EXPERIENCE

The Grandview Resort & Spa

March 2021 - Present

Front Desk Associate

- Manage 150+ daily guest interactions including check-ins, check-outs, and concierge services while maintaining 96% satisfaction ratings
- Process \$25,000+ in daily transactions with zero cash handling discrepancies over 3 years
- Coordinate VIP arrivals and special requests, resulting in 40% increase in repeat bookings for luxury suites
- Train 8 new front desk team members on Opera PMS system and guest service protocols
- Resolve guest complaints and billing disputes, achieving 89% same-day resolution rate

Mountain View Inn

June 2020 - February 2021

Guest Services Representative

- Handled multi-line phone system managing 80+ daily reservation inquiries and guest requests
- Maintained accurate guest folios and processed group bookings for events up to 200 attendees
- Implemented new check-in efficiency system reducing average processing time by 2 minutes per guest
- Achieved Employee of the Month recognition 3 times for exceptional guest service delivery

Riverside Retail Solutions

September 2019 - May 2020

Customer Service Associate

- Provided customer support for 60+ daily transactions while maintaining 98% accuracy in cash handling
- Resolved customer complaints and returns, achieving 94% customer retention rate
- Assisted with inventory management and trained 4 new team members on POS systems

EDUCATION

Colorado Mountain College

May 2019

Associate Degree in Hospitality Management

Graduated: May 2019

Relevant Coursework: Guest Relations, Hotel Operations, Business Communication, Conflict Resolution

GPA: 3.6/4.0

Denver West High School

June 2017

High School Diploma

Graduated: June 2017

SKILLS

Guest Services

- Professional phone etiquette and active listening
- Conflict de-escalation and problem resolution
- VIP guest relations and concierge services
- Multilingual communication (Spanish, English)

Technical Systems

- Opera Property Management System (PMS)
- Multi-line phone systems and call routing
- Microsoft Office Suite (Word, Excel, Outlook)
- Credit card processing and cash handling

Administrative Skills

- Reservation management and group bookings
- Accurate data entry and record maintenance
- Invoice processing and billing reconciliation
- Schedule coordination and appointment management

AWARDS AND RECOGNITION

Guest Satisfaction Excellence Award - 2023

2023

The Grandview Resort & Spa

Recognized for maintaining 96% guest satisfaction scores across 2,400+ interactions

Employee of the Month

Q2, Q4 2020, Q1 2021

Mountain View Inn

Selected for outstanding guest service and operational efficiency improvements

Certificate of Excellence

2022

TripAdvisor Recognition

Contributed to hotel achieving 95%+ positive guest reviews through exceptional front desk service

CERTIFICATIONS

Certified Guest Service Professional (CGSP)

2022

American Hotel & Lodging Educational Institute

First Aid and CPR Certified

2023 (Valid until 2025)

American Red Cross

Microsoft Office Specialist Certification

2021

Microsoft