

— OBJECTIVE —

Seeking to obtain a position of Customer Service that offers opportunities for growth and advancement.

Areas of key strengths include:

- **EXCEPTIONAL ORGANIZATIONAL SKILLS** - Consistently recognized by colleagues for cross-discipline talents.
- **STRONG SENSE OF RESPONSIBILITY** - Solid professional standards; excellent track record of dependability.
- **INSIGHTFUL AND ARTICULATE** - Excellent interpersonal/communication skills. Interacted with all levels from Managers and administration personnel to customers and staff, covering all ends of the spectrum.
- **COMPUTER EXPERTISE** - Basic knowledge of computer applications, which include Microsoft Excel, Word and PowerPoint.

PROFESSIONAL EXPERIENCE

PBX Operator:

Hilton Hotel - Santa Clara, CA

January 2014 - Present

- Greeted guest entering establishments, and over the phone
- Respond to guest inquiries and requests and resolve issues via telephone in a timely, friendly and efficient manner
- Responsible for providing information to guests about hotel services, features and room amenities
- Exhibits a professional demeanor and willingness to assist all guests and/or management whenever requested
- During emergency situations, provide correct up to date information to staff, and guests
- Provide information and demonstrate knowledge of all hotel facilities and services
- Communicate well with co-workers, and different departments, establishing teamwork in an efficient manner
- Operate office equipment including, but not limited to, computers, PBX system, fax machine, e-mail, etc.

Executive Lounge Concierge:

Hilton Hotel - Santa Clara, CA

August 2013 - January 2014

- Greeted guest entering establishments
- Maintain the cleanliness of the lounge area and the in-lounge kitchen
- Responsible for providing information to guests about hotel services, features and room amenities
- Exhibits a professional demeanor and willingness to assist all guests and/or management whenever requested
- Set up buffet, maintain standard level of food throughout service
- Prepare all beverages, gather all food items, serving pieces, dishes, silverware, etc. needed for lounge
- Communicate well with co-workers, establishing teamwork in an efficient manner
- Interact with the kitchen staff to ensure all buffet food is prepared in the appropriate quantity, and quality daily

General Clerk:

West Valley Community College - Saratoga, CA

August 2012 - January 2013

- Handles various duties like: providing all kinds of school information to the students or possible future student, receive fax, receive phone calls, take student picture for their student ID, and provide other services
- Responsible for completing other duties as assigned by manager
- Handle financial transaction
- Keeping records of information of the students confidential
- Communicate well with co-workers and students

Front Desk Associate (Volunteer):

Asian American Recovery Services - San Jose, CA

May 2011- May 2012

- Handles various duties like: checking customers' in and out, providing all kind of information to the guests, collect money, receive phone calls and provide other services, Handle financial transaction
- Responsible for completing other duties as assigned by manager
- Responsible for maintaining a good rapport with the guests and other customers
- Keeping records of information of the guests confidential

Server:

Los Gatos Meadows - Los Gatos, CA

March 2011-October 2011

- Trained all new recruits in the restaurant
- Served all tables that have been assigned
- Know the menu and their preparations of dishes in detail
- Prepare the dining room and back stations before meals
- Serve food to the incapable residents during buffets
- Clean dining room and back room after meals
- Set up the dining room after every meal for the next mealtime, as well as assist co-workers as needed

EDUCATION AND TRAINING

College:

West Valley College - Saratoga, CA

June 2012-Present

High School:

Campbell Adult and Community Education - San Jose, CA

June 2012