

Jose Figueroa

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CAREER SUMMARY

Self-motivated and goal focused hospitality and tourism management student with extensive professional experience in guest services. Personal, independent, dependable, team-player, and committed to achieve top quality work.

Areas of expertise include: Exceptional Guest Service, Effective written and communication, Strong Team Building and Multi-tasking

Software Literate: Webrezo Pro, Auto Clerk, Choice Hotels, Dorm Book, Oscar

PROFESSIONAL EXPERIENCE

Sutter Hotel

Lead Front Desk Agent

September 2017 - Present

Oakland, CA

- Responsible for checking in and out at a 102 Guest Rooms hotel
- Assist Housekeeping to inspect rooms prior to guest arrivals and update room status
- Ensure all Maintenance Work Orders are completely in a timely manner
- Provide excellent Customer Service to all guest's requests

Vantaggio Suites San Francisco Garland

Front Desk Agent

October 2017- Present

San Francisco, CA

- Show rooms and ensure all guests complete leasing application
- Facilitate with Housekeeping for weekly cleaning and Laundry areas
- Overlook Community kitchen/dining area
- Communicate with Maintenance team with outstanding work orders
- Standby Security Ambassador to ensure guest's safety and building
- Check in and check out guests on a day to day basis: cash reconciliation
- Book guest tours, bike rentals and airport shuttles

San Francisco International Hostel

Front Desk Staff

June 2016 - May 2017

San Francisco, CA

- Responsible for accounting of credit card and cash transactions including a seven hundred dollar bank.
- Front desk duties include check in and check out guests.
- Perform property policy and procedures
- Provide Concierge duties such as booking tours & airport shuttles.
- Perform room inspections to ensure keys and linens are returned properly
- Overlook Front Desk, Housekeeping staff and guest's safety
- Coordinate with housekeeping, maintenance and staff to ensure guest rooms are properly cleaned and work orders are completed properly

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Academy of Art University

Campus Host

August 2016 – August 2017

San Francisco, CA

- Ensuring student safety by checking identification cards & credentials at the door.
- Sign in & out visitors. Review camera footage to ensure student safety
- Answer phone calls and connect to different school departments.
- Patrol and close school and residence property in a timely manner

Socialite Promotion Company

VIP Promoter Socialite

July 2014 – July 2014

San Francisco, CA

- Meet, plan and schedule birthday, bachelor/bachelorette parties
- Execute memorable events for clients
- Follow up with clients to make sure we exceed guest's expectations

The Hub

Front Desk Agent/Graveyard Security

April 2014 –June 2016

San Francisco, CA

- Supervised Resident Assistants for check ins and check out Residents
- Create work orders for property repairs and Room Inspections
- Set up and break down breakfast service
- Provide Concierge service to all Residents
- Control property Master Keys, crowd control; fire escapes/restricted areas
- Walk through property and enforce safety measures and hourly report
- Provide written Night & Swing Shift reports, Housekeeping report, Engineer report
- Communicate with Student Resident Assistants efficiently on daily operations

Security Staff/Event Staff

2013

January 2013-October

Contemporary Services Corporation

San Francisco, CA

Provided detailed attention and exceptional customer service for guests with safety measures at concert and sport events.

Gaming Floor Person

2012

June 2011- November

San Pablo Casino

San Pablo, CA

Attained California Gaming License and certified to repair casino slots, give change and count jackpot winnings to guests.

- Supervised and coordinated activities of slot machines and service to guests
- Responded and solved guest complaints
- Repaired and made adjustments such as machine tilts and coin jams
- Collaborated with IT department to solve guest concerns with malfunction machines

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- Learned all functions of various slot machines, exchange currency, converting currency into requested combination of bills and coins
- Enforced safety rules and reported safety hazard such as guests who are underage, intoxicated, disruptive or cheating

Photographer, Greeter and Customer Service

November 2010 - January 2011

Amuse Matte Imaging

San Bruno, CA

Successfully completed multi-functional job within the company and provided excellent customer service for guests during the holiday season.

- Photographed pictures with extensive digital editing system
- Handling cash with computerized register system
- Promoted holiday photo packages and special products
- Created floor plan layout for opening and closing time

Security Staff/Event Staff

May 2006 - January 2009

Contemporary Services Corporation

San Francisco, CA

Provided detailed attention and exceptional customer service for guests with safety measures at concert and sport events.

- Took initiative to be a leader when need at events
- Provided liable resource and directions to guests and co-workers
- Ability to work well under pressure, multi-task at events in a fast paced and often changing environment
- My tasks was to check Media Credentials, escorted home and road team players, coaches and media to designated area in the stadium
- Provided excellent guest relations with VIP guests and given detailed directions.

EDUCATION : Mission High School , High School Diploma 2003

