

TAHLIAH DAVIDSON SEGREE

Customer Service & Hospitality Professional

San Diego, CA 92101

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Hello, my name is Tahliah Davidson Segree. I am a driven Hospitality & Customer Service professional, highly skilled in: night auditing, managing reservations, telephone calls and customer inquiries. I am an organized and dependable candidate successful at managing multiple priorities with a positive attitude. I have the willingness to take on added responsibilities to meet team goals.

Authorized to work in the US for any employer

Work Experience

Night Auditor/Front Desk Agent

Hilton Garden Inn Hotel & Hampton Inn - San Diego, CA

January 2022 to Present

- Greet, register, and assign rooms to guests of hotels
- Verify customers' credit, and establish how the customer will pay for the accommodation.
- Make and confirm reservations
- Keep records of room availability and guests' accounts, manually or using computers.
- Perform bookkeeping activities, such as balancing accounts and conducting nightly audits
- Post charges, such those for rooms, food, liquor, or telephone calls, to ledgers manually or by using computers
- Compute bills, collect payments, and make change for guests
- Record guest comments or complaints, referring customers to managers as necessary
- Review accounts and charges with guests during the check out process
- Transmit and receive messages, using telephones or telephone switchboards
- Answer inquiries pertaining to hotel services, guest registration, or travel directions, or make recommendations regarding shopping, dining or entertainment

Front Desk Receptionist/Night Auditor

Fairfield Inn & Suites by Marriott - San Diego, CA

August 2021 to December 2021

- Check figures, postings, and documents for accuracy.
- Record, store, access, and/or analyze computerized financial information
- Control and secure cash and cash equivalents for property according to cash handling policy and procedures
- Organize, secure, and maintain all files and records in accordance with document retention and confidentiality policies and procedures.
- Prepare, maintain, and distribute statistical, financial, accounting, auditing, or payroll reports and tables
- Audit statistical, financial, accounting, auditing, or payroll reports and tables Audit and reconcile all revenue postings

- Knowledge of promotions and/or current programs (ex. Marriott Convoy Rewards, different hotel packages)
- Familiar with the hotel management system FOSSE

Customer Service Representative/ Research Associate

Precision Opinion, Inc. - Las Vegas, NV

November 2020 to June 2021

- Collected data and rates of childhood vaccinations which help the development of National Immunization Survey (NIS), & COVID-19 surveys on behalf of the Centers for Disease Control and Prevention (CDC)
- Established excellent professional ability and strong interpersonal skills with confident and persuasive approach
- Answered phone with friendly greeting to create positive inbound/outbound calling experience for research respondents
- Increased efficiency and team productivity by promoting adherence to operational best practices and company policies
- Entered data into VOXCO computer database system
- Convinced unwilling individuals by using logical, persuasive rebuttals
- Followed scripted questionnaires verbatim to collect research data
- Properly complete at least 1 or more survey a day and/or getting at least 3 or more critical questions answered in a day
- Conduct basic eligibility questions with respondents prior to starting survey
- Performed data entry and electronic data collection through the National Immunization Survey on behalf of research for the Centers for Disease Control and Prevention
- Used specified forms to compile, record and code results or data from interviews and surveys

Customer Service Representative

TriStaff/Santa Barbara Tax Products Group - San Diego, CA

November 2019 to March 2020

- Provided accurate & exceptional inbound customer service support to Tax Productions Group service clients
- Demonstrated excellent customer service skills & high motivation performed other tasks such as emails, faxes, and handling of physical mail responded to inquiries regarding tax productions group products and services in a timely, positive, friendly, and professional manner
- Maintained a working knowledge of customer service division products and services with their benefits and their features, and department policies and procedures ensured effective, timely and proactive customer service resolution and follow-up procedures.
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Shift Leader

Pressed Juicery - San Francisco, CA

March 2019 to July 2019

- Delivered superior training and leadership to teams to boost performance and help team members achieve performance targets
- Prepared shift summary reports for supervisor and communicated regularly on goals and progress
- Lead the selling process to ensure goals are met during shifts for all employees.
- Provided individual & team performance feedback and recommendations to manager.
- Coached and elevated team performance in the moment to maximize team selling potential.

- Set clear goals and expectations with all associates on every shift.
- Support on-boarding of new employees and continued training of selling team, brand ambassador.
- Supported order and inventory processes.
- Enrolled customers in our Loyalty/Membership Program.
- Engaged product sampling throughout the day.
- Performed opening and closing duties including the processing bank deposits.
- Received & processed shipments, and company directive when assigned as manager on duty.
- Maintained store appearance and cleanliness standards.
- Utilized POS and related computer systems to ensure efficiency.
- Maintained sales floor coverage and followed posted schedules daily

Shoe Sale Associate

Macys - Waterbury, CT

November 2016 to November 2018

- Assembled promotional displays to increase brand awareness and attract customers
- Grew product knowledge and fashion expertise continually, helped customers find shoes to complement outfits and suggested items to match needs
- Serviced multiple customers at once, multi-tasked and enthusiastically handled special projects
- Secured new business and expanded client base through networking, suggestive footwear selling and on-floor presence
- Examined merchandise and took accurate inventory to prevent inventory stockouts and reduce risks of loss
- Organized store merchandise racks by size, style and color to maintain clean, visually-appealing showroom
- Promoted loyalty program in-store credit opportunities to work towards meeting set sales quotas

Systems Analyst Technical Intern

Fidelity Investments - Smithfield, RI

June 2015 to August 2016

- Successfully completed the Fidelity Investments Technical intern program as a Systems Analyst intern
- Performed system analysis, documentation, testing, implementation and user support for platform transitions
- Planned and conceived computer systems using information engineering, data modeling and structured analysis.
- Evaluated and adopted new technologies to address changing industry needs
- Provided client support on system operation and troubleshooting.
- Defined business goals to determine systems requirements
- Detail-oriented Systems Analyst Intern with 2 years of experience diagnosing computer system inefficiencies and devising innovative solutions. Established authority on swift identification of IT deficiencies and accurate reporting to senior personnel for improvement. Team-oriented professional with inherently collaborative approach to project completion
- Investigated and addressed system issues to enhance usability and improve functionality.
- Resolved or escalated problem tickets to resolve user issues.
- Developed flowcharts and diagrams to describe and lay out logical operational steps

Sales Supervisor/Key Holder

Toys 'R' Us - Waterbury, CT

January 2015 to June 2015

- Educated customers about product and service offerings, special deals and newly released offerings to help each person make informed choices
- Applied strong leadership talents and problem-solving skills to maintain team efficiency and organize workflows
- Oversaw store operations by counting cash drawers, reviewing equipment management and supervising staff
- Met sales targets consistently for each shift by positively engaging customers and delivering high levels of service
- Successfully scheduled employees, prepared bank deposits, and drafted sales reports to keep daily processes running smoothly
- Walked through department multiple times each shift to evaluate and correct issues such as cleaning and stock replenishment needs.
- Mentored/Trained new sales associates to contribute to store's positive culture & meet operational and sales targets

Night Stocker/Merchandiser

Toys 'R' Us - Waterbury, CT

October 2014 to January 2015

- Inspected floor displays, noted missing items and immediately replenished merchandise
- Completed regular cycle counts and inventory audits.
- Maintained current knowledge of shelf planograms and end cap plans to merchandise products
- Supported promotional plans by updating signage with price changes
- Scanned shelves and product cases to locate expired, outdated and spoiled items
- Labeled products, rotated stock and fronted merchandise for appealing display
- Kept work areas neat, clean and free from debris
- Picked and packed order items

Front Desk Agent (Nights)

SCSU ResLife - Waterbury, CT

August 2012 to October 2014

- Welcomed each guest pleasantly and properly identified them upon arrival
- Answered telephone calls promptly, and appropriately handled needs
- Retrieved mail, packages and documents on behalf of residents, promptly verifying receipt and arranging for pickup or transmittal.
- Secured resident's valuables in property safes and monitored access
- Assisted with strict building security, by monitoring visitors and restricting access if needed
- Issued room keys to residents upon arrival, and answered questions regarding proper use
- Oversaw fast-paced front desk operations and guests' needs at busy facility
- Liaised with housekeeping and maintenance staff to address room requests and complaints made by residents/staff

Education

B.S. in Computer Science in Computer Science

Southern Connecticut State University - New Haven, CT

August 2011 to 2015

Bachelor's in Computer Science

Western Connecticut State University - Danbury, CT

August 2009 to May 2011

High school or equivalent in GENERAL STUDIES

John F. Kennedy High School - Waterbury, CT

August 2005 to June 2009

Associate in GENERAL STUDIES

Naugatuck Valley Community College - Waterbury, CT

January 2007 to May 2009

College Degree**Skills**

- Microsoft Office
- Microsoft Word
- Microsoft Powerpoint
- JavaScript
- Agile
- SQL
- Typing
- Night audit (1 year)
- Merchandising
- Accounting
- Shift management
- Data modeling
- Organizational skills
- Supervising experience
- Computer skills
- Microsoft Excel
- Guest services
- HTML5
- Cold calling
- Auditing
- Customer service
- Cleaning
- Computer science
- Planograms
- Payroll
- Mentoring
- Assembly

- Employee orientation
- Leadership
- Computer literacy
- Customer support
- Requirements gathering
- Communication skills
- Research
- Picking & packing
- Hotel management
- Packaging
- POS
- Front desk
- Problem management
- UI
- Systems analysis
- Web design
- Qualitative research interviewing
- Math
- Data collection
- Computer operation
- Stocking
- Data entry
- Sales

Certifications and Licenses

Food Handler Certification

June 2022

Assessments

Customer Focus & Orientation — Highly Proficient

February 2020

Responding to customer situations with sensitivity

Full results: [Highly Proficient](#)

Call Center Customer Service — Highly Proficient

February 2020

Applying customer service skills in a call center setting.

Full results: [Highly Proficient](#)

Sales: Influence & Negotiation — Familiar

February 2020

Persuading reluctant customers to buy products or services, and influencing and negotiating with customers to meet sales goals.

Full results: [Familiar](#)

Retail customer service — Highly Proficient

July 2019

Measures a candidate's ability to comprehend and respond appropriately to retail customer needs.

Full results: [Highly Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.