

# JASON LARKIN

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## Professional Summary

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With a strong foundation in hospitality, property management, and sales, I offer a versatile skill set focused on exceptional service and effective management. My experience spans from restaurant and luxury hotel customer service to property management leadership, highlighting my ability to drive results and ensure client satisfaction.

## Skills

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- Customer Service and Assistance
- Effective Customer Communication
- Social Perceptiveness
- Conflict Resolution Techniques
- Self-Motivated
- Active Listening
- Flexible and Adaptable
- Guest Relations Management

## Work History

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### Associate Manager

01/2024 to Current

#### PowerStone Property Management – Irvine, CA

- Enhanced team productivity by implementing efficient project management strategies.
- Improved client satisfaction by consistently delivering high-quality work on schedule.
- Streamlined processes for increased efficiency and cost savings within the department.
- Developed innovative marketing campaigns that drove brand awareness and customer engagement.

### Front Desk Agent

03/2022 to 01/2024

#### JW Marriott – Anaheim, CA

- Consistently offered personalized recommendations for guest activities based on detailed conversations with clients upon arrival.
- Collaborated with outside departments to coordinate solutions and retain guest satisfaction.
- Restructured lines of communication with housekeeping to make sure guests were satisfied with timeliness and quality of housekeeping services.
- Remedied issues quickly and effectively through active listening, conflict resolution and dynamic communication skills.

### Fitness Consultant

05/2023 to 11/2023

#### Golds Gym So Cal – Anaheim, CA

- Sold memberships and personal training sessions to new customers.
- Originated and cultivated strong relationships with prospective clients by strategizing aggressive outbound calling campaigns.
- Delivered prepared sales pitch from script and persuaded potential customer to purchase product or service.

## Server

10/2021 to 03/2022

### Lazy Dog Restaurant & Bar

- Worked with POS system to place orders, manage bills and handle complimentary items.
- Cultivated warm relationships with regular customers.
- Explained menu items and suggested appropriate options for food allergy concerns.

## Server

04/2014 to 06/2020

### BLK Burgz – Ladera Ranch, CA

- Cultivated warm relationships with regular customers.
- Worked with POS system to place orders, manage bills and handle complimentary items.
- Explained menu items and suggested appropriate options for food allergy concerns.
- Arranged and prepared tables for customers to offer memorable experiences to guests and foster repeat business.
- Upsold high-profit items such as appetizers and mixed drinks to enhance sales numbers.

## Education

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### High School Diploma

**Santa Margarita Catholic HS** - Rancho Santa Margarita, CA

## References

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Eman Wosughkia

Regional Manager (949) 702-1229

Michael Garza

General Manger (714) 493-9126

Katy Montoya

Senior Front Desk Manager (714)-714-8203