

MARKEL PETERSON

346-619-6098

K_elpeterson@live.com

Dedicated customer service representative, motivated to maintain customer satisfaction and contribute to company success. Proven ability to establish rapport with clients and exceed sales quotas. Reliable and driven, with strong time management and prioritization skills. Understanding of job duties, energetic work attitude, Dependable and a Quick learner. Staff training and development.

EXPERIENCE

OCTOBER 2022 -PRESENT

DOUBLE TREE, FRONT DESK AGENT

Greet and check-in Guests.

Welcome guests, complete check-in process and explain hotel amenities/offers Promote hotel services and facilities for revenue opportunities Respond to guest inquiries and requests in a timely, friendly and efficient manner.

Model and share guest service best practices with all team members to deliver a distinctive and delightful Guest experience, including interpersonal habits.

Provide Guest with courteous, friendly, fast, and efficient service.

Help Guest with new and existing reservations. Handle Guest questions and concerns with professionalism, knowledge and empathy.

OCTOBER 2019 TO MARCH 2021

SHERATON, FRONT DESK NIGHT AUDITOR

Delegate housekeeping, security, and service requests, respond to guest inquiries and resolve guest complaints, process reservations and check-ins, and other front desk agent duties as required. Verify, audit, and reconcile all financial records such as room charges, cash drawer activity, credit card transactions, final bill preparation, room charges, and occupancy percentages Provide exceptional service to all hotel guests during their stay Perform additional bookkeeping, administrative, and accounting procedures as required Prepare and distribute daily, weekly, and monthly reports to general manager, department heads, and hotel management.

MARCH 2017 TO NOVEMBER 2021

MAINS'L SERVICES INC, PROGRAM DIRECTOR

Develop, document, and nurture annual plans with the people you support and their team.

Manage services, which may be hourly, or 24-hour supports.

Recruit, train, schedule, and develop a team of Direct Support Professionals (DSPs)

Communicate and collaborate with guardians, case managers, and other Mains'l team members.

Provide leadership, coaching, and mentoring to teams and people supported.

Model and maintain expectations for excellence.

Manage resources wisely, and inside of a budget.

JANUARY 2016 TO FEBRUARY 2018

WELLS FARGO, CONSUMER SERVICE REPRESENTATIVE

Providing helpful information, resolving products and service problems, responding to complaints in a timely manner, helping customers with their accounts and selling products that meets the customer's needs.

EDUCATION

MARKEL PETERSON
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GRADUATED 2015

COMO PARK SENIOR HIGH

- HIGH SCHOOL DIPLOMA

SKILLS

SUPERVISOR • AUTISM EXPERIENCE • CAREGIVING • DEVELOPMENTAL DISABILITIES EXPERIENCE •

MEDICATION ADMINISTRATION • RECRUITING • TRAINING & DEVELOPMENT • CASH HANDLING • HOTEL