**Sydney Larson**

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A diligent and conscientious college student with over five years of customer service and cash handling experience. As a Front Desk Agent for Holiday Inn Express in Jacksonville Beach, being detail oriented while practicing time management are key skills to proficiently perform daily tasks.

     EDUCATION:

**Bachelor’s Degree in Digital Marketing and Analytics, Minor in Human Resources**

Expected Graduation Date: Summer 2022

*University of North Florida; Jacksonville, FL; Fall 2019-Present*

**Associate of Arts**

Graduation Date: Spring 2019

*Florida State College at Jacksonville; Jacksonville, FL; 2017-2019*

**High School Diploma**

Graduation Date: Spring 2019

Graduated Early College Program Spring 2019

*Sandalwood High School; Jacksonville, FL; 2015-2019*

WORK EXPERIENCE:

**Front Desk Agent**

*Holiday Inn Express, IHG hotel; Jacksonville Beach, FL May 2021-Present*

* Quickly and accurately check-in/out hotel guests using Opera PMS system
* Greet guests and assign hotel rooms based upon guests’ preferences and requests
* Distribute necessary materials for guests to check in or extend reservations while in-house
* Contact housekeeping and maintenance departments when guests or employees report problems
* Create reservations over the phone and face-to-face
* Concisely inform guests of property information they need for their stay
* Distribute reservation folios upon check-out and answer billing questions
* Accurately answer guests’ questions about their reservations and payments in person and over the phone
* Ensure all reservations include updated payment methods
* Count till at the beginning and end of each shift and collect the correct deposit amount
* Effectively communicate to other departments such as housekeeping and maintenance of any urgent alerts or comments made by hotel guests about supplies or rooms
* Create a welcoming environment for guests by keeping the lobby area clean all day

**Front Desk Receptionist**

*Court Programs of North Florida; Jacksonville, FL July 2020 – May 2021*

* Greet clients and check them in for appointments
* Ensure all clients meet office health and safety rules, ie. face masks, temperatures, no phones
* Accurately answer clients’ in-person questions, or refer them to more knowledgeable staff members or provide boss’ contact information
* Answer/return phone calls from clients about scheduling and payments, and take messages about specific issues to be answered later by staff members or provide boss’ contact information
* Communicate with other staff members and boss about specific clients’ inquiries or schedule changes from phone calls or voice mails
* Take inventory and communicate low office supplies to boss before needed
* Create new folders for future clients consisting of appropriate documents per each device, ie. GPS monitoring, alcohol monitoring, illegal drug monitoring
* File papers daily in each client’s folder by date and time
* File test result papers in binders weekly by alphabetical order and date
* Clean counter tops, desk space, doors, ankle monitors, and floor daily

**Morning/Day Manager**

*Bruster’s Ice Cream; Jacksonville, FL May 2015 – August 2020*

* Greet customers and recommend products based on needs
* Delegate daily tasks to other employees before busy hours
* Prepare merchandise to order above customer standards
* Accurately answer phone calls and questions about store products
* Quickly and correctly process cash, credit card, and gift card transactions
* Restock inventory before needed
* Count safe, tills, and cash deposit from prior day and prepare deposit slip for bank

**Cashier/Supervisor**

*Adventure Landing; Jacksonville, FL July 2018 - February 2019*

* Greet and assist guests in purchases by making recommendations when needed
* Receive and process cash, coupons, credit card, and gift card transactions
* Answer and assist guests’ questions about products, services, policies, prices, and attraction locations
* Perform refunds and exchanges when prompted by guests
* Count safe, tills, and daily deposit nightly
* Accurately complete and email daily reports to company executives, ie. Sales and drawer summaries nightly

SKILLS:

**Computer skills:** Microsoft Word, PowerPoint, Google Docs, Slides, Calendar, Gmail, exposure to Tableau, exposure to Klipfolio, Opera PMS

**Management Skills:** communication, teamwork, organization, planning

**Other:** detail orientation, time management, adaptability, customer service, cash handling

REFERENCES:

**Jaime Mullins**

General Manager at Holiday Inn Express and Best Western Oceanfront Jacksonville Beach

(904) 435-3002

[gm@hiejacksonvillebeach.com](mailto:gm@hiejacksonvillebeach.com)

**Jessica Danielson**

Court Programs of North Florida Business Owner

(207) 745-8292

jburdickcpnf@gmail.com

**Tom Devenny**

Bruster’s Franchise Co-Owner/Operations Manager

(904) 614-7337

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