**HOSPITALITY RESUME**

Carrie D. Perry

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**Personal Profile**

Personable front-desk clerk with 6+ years of hostel and hotel experience of dealing with up 200+ guests daily. Maintained 99% guest ratings throughout the 4 years with intown Suites, reduced the number of complaints, and collected a range of awards. Seeking to apply proven skills to provide world-class service in a position with Hilton Treetop.

**Work Experience**

**Front Desk Clerk**

InTown Suites, Houston

December 2016—Present

* Greeted, checked in and out, and assisted 200+ guests daily.
* Received 99% positive guest ratings based on a check-out survey on the hotel website.
* Earned “Employee of the Month” award 9 months in a row in 2018.
* Distinguished by guests for exceptional knowledge of the city and surrounding attractions.
* Prepared daily reports and handled up to $10K of cash at the end of the shift.
* Reduced the number of guest complaints submitted to the manager by 65%.

**Front Desk Clerk**

White Ranch Hostel, Houston

August 2014—November 2016

* Obtained the best sales results for extra services for 14 months in a row.
* Voluntarily worked in the hostel laundry room twice a week.
* Awarded “The Most Cheerful Employee” prize.

**Education**

Bachelor of Art: Public Relations

2012-2015

University of Texas, Austin

United States

**Skills**

* Multitasking
* CRM Software
* Data Entry
* MS Office
* Tourist Attraction Knowledge

**Languages**

* Russian (fluent)
* Polish (intermediate)
* Czech (beginner)