

# Kayla Dean

kaaaydollass@gmail.com | (704) 964-8290 | Buffalo, NY

## SUMMARY

---

Seeking Admin Assistant role with 4 years of customer service and front desk experience. Skilled in guest reservations, check-in/out procedures, and office operations. Proven ability to manage high-volume environments, ensuring exceptional guest experiences and operational efficiency.

## WORK EXPERIENCE

---

### Residence Inn by Marriott

Charlotte, NC

Front Desk Agent

Sep 2021 - Sep 2023

- Managed the check-in and check-out process, ensuring efficient guest registration and accurate payment transactions in line with company policies.
- Maintained the confidentiality and integrity of guest information, efficiently handled communications, and provided informed recommendations on hotel services and local attractions.
- Assisted with sales and marketing tasks as directed and contributed to the upkeep of common areas, ensuring a clean and welcoming environment for guests.
- Addressed and resolved guest concerns with a focus on achieving customer satisfaction, and adeptly handled administrative duties, including accurate cash handling and daily paperwork.

### P.F. Chang's China Bistro, Inc.

Charlotte, NC

Hostess/Front Desk

Oct 2020 - Oct 2022

- Greeted guests warmly upon arrival, ensuring a positive first impression and fostering an inviting atmosphere.
- Contributed to team morale and a dynamic dining environment through consistent, upbeat engagement with both guests and staff.
- Maintained strict adherence to sanitation and safety protocols to ensure a clean and secure dining experience for all patrons.

### Value City Furniture

Charlotte, NC

Customer Service Representative

Mar 2021 - Sep 2021

- Addressed customer inquiries, efficiently relayed messages, and confirmed orders, ensuring clear communication and customer satisfaction.
- Coordinated delivery schedules to align with customer expectations and company capabilities, enhancing service reliability.
- Managed office operations, maintaining an organized and effective workflow to support business and client needs.

## EDUCATION

---

West Mecklenburg High School

Charlotte, NC

High School Diploma

Jun 2019

## SKILLS

---

Data Entry • Time Management • Scheduling • Problem-Solving • Multitasking • Organization • Microsoft Office Proficiency • Multi-line Phone Systems • Correspondence • Database Management • Inventory Control