

Dinah Dixon

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SUMMARY

Master professional with 8 years of customer-centric experience, including front office management and sales lead generation. Skilled in guest relations, conflict resolution via personable, enhanced outcomes, and maintaining high service standards. Adept at team leadership with a strong focus on driving revenue and market presence.

WORK EXPERIENCE

Troup County Schools

Lagrange, GA

Substitute Teacher (On Call)

Apr 2022 - Present

- Facilitate student engagement and knowledge retention by executing lesson plans with fidelity and adapting instructional techniques to cater to diverse learning styles.
- Document attendance, academic progress, and behavioral observations, ensuring detailed records for the primary teacher's reference.
- Maintain classroom management, promoting an inclusive and focused educational atmosphere while enforcing school rules and policies.
- Provide comprehensive reports on class activities and individual student performance, aiding in the continuity of education upon the primary teacher's return.

Travel Task Force

U.S.A.

Front Office Manager-Hilton, Red Lion, and Sonesta Hotels

Oct 2021 - Present

- Manage front office operations, providing comprehensive training in front desk protocols and airline manifest procedures.
- Implement checklists for various shifts to guarantee task completion and foster a structured team environment.
- Generate new sales leads, contributing to increased revenue and enhanced market presence.
- Build and maintain strong guest relationships, offering consultancy services to understand client objectives
- Ensure Medallia scores remain above the 80th percentile.
- Multi-system trained
- Lodge at property with availability as needed

Home 2 Suites by Hilton

LaGrange, GA

Guest Service Agent

Nov 2020 - Dec 2021

- Delivered exceptional guest service, ensuring registration accuracy and efficient handling of check-outs, payments, and account management.
- Facilitated seamless interdepartmental communication, effectively coordinating to address and fulfill guest requests promptly.
- Resolved guest complaints with researched, tailored solutions, while maintaining adherence to brand and company training standards.

Woodland Trail Apartments

LaGrange, GA

Leasing Professional

Jul 2021 - Oct 2021

- Facilitated the leasing process by engaging with prospective tenants, conducting property tours, and securing rental agreements through effective qualification and follow-up strategies.
- Maintained rigorous property standards by conducting daily inspections of the facilities, including common areas and vacant units, to uphold the community's appeal and cleanliness.
- Achieved a consistent conversion rate of at least 30% from prospect to lease, utilizing diligent follow-up protocols and sustained outreach marketing efforts to nurture leads effectively.

- Completed other tasks requested by management to maintain smooth day to day operations

Asurion- Work from Home

Customer Care Representative/Sales Representative

Jun 2020 - Aug 2021

- Delivered comprehensive remote support, resolving inquiries related to device loss, damage, and upgrades, ensuring customer satisfaction and issue resolution.
- Consistently achieved sales objectives by promoting and selling In-Home warranty services and additional products to customers during support calls.
- Assessed customer technology needs to recommend appropriate protection and tech support solutions, enhancing their overall service experience.

Hampton Inn by Hilton Carrollton

Carrollton, GA

Manager on Duty/Guest Service Agent

May 2018 - May 2020

- Managed the registration process, ensuring accurate data entry and retrieval, and verified essential guest information to maintain high-quality service standards.
- Facilitated efficient guest check-out and adeptly handled inquiries via phone and email, contributing to a seamless customer experience.
- Addressed and resolved guest complaints through thorough research and effective problem-solving, while maintaining inter-departmental communication to fulfill requests promptly.

EDUCATION

University of West Georgia

Carrollton, GA

Bachelor of Business Administration

May 2020

CERTIFICATIONS

ServSafe Certified

2023

CPR Certified

2023

Outrageously Pleasing Our Guests “OPOG” Award

2021

Paramount Hospitality P.O.W.E.R Award

2020