

Foy Danile

Concierge

Profile

I am a highly experienced and motivated concierge professional. I have worked in the hospitality industry for over 3 years and have gained a wealth of experience in providing excellent customer service. I have an outgoing personality and thrive in busy environments. I am able to work well under pressure and always aim to exceed expectations. I am passionate about delivering outstanding service and creating memorable experiences for guests.

Employment History

Luxury Hotel Concierge at Hilton, TN

Feb 2022 - Present

- Handled over 1,000 guest requests with positive feedback.
- Trained 2 new concierges in company policies and procedures.
- Demonstrated excellent customer service skills by diffusing 5 tense situations.
- Cooperated with other departments to accommodate special requests from guests.
- Recognized by management for outstanding performance on a quarterly basis.

Private Club Concierge at Four Seasons, TN

Aug 2019 - Jan 2022

- Arranged transportation and hotel accommodations for out-of-town guests.
- Handled guest concerns and requests in a prompt, professional manner.
- Maintained up-to-date knowledge of local attractions, events, and businesses.
- Empty Zeel's storage room to make space for holiday decorations- Exceeded quarterly sales goals by 15%.

Certificates

First Aid (FA)

Nov 2020

CPR/AED (Certificate in Cardiopulmonary Resuscitation and Automated External Defibrillation)

Aug 2019

Emergency Medical Technician-Basic (EMT-B)

Jan 2018

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📍 2317 Fernwood Drive, Nashville, TN 37216

Education

Associate's Degree at University of California, Santa Barbara, CA

Aug 2014 - May 2019

I learned how to manage a front desk, plan events, budget effectively, communicate with guests and coworkers, and work under pressure.

Links

[linkedin.com/in/foydanile](https://www.linkedin.com/in/foydanile)

Skills

Hotel management

Customer service

Strong work ethic

Ability to multi-task

Organized

Able to solve problems quickly

Computer skills

Languages

English

Urdu