

# Taliyah Schuffert

Hotel Front Desk Employee

## Profile

Hard-working and motivated professional who is committed to providing excellent customer service. I have 4 years of experience working in the hospitality industry, where I have developed strong communication skills and a personable demeanor. I am able to stay calm under pressure and handle difficult situations with guests. I am also proficient in using various computer software programs related to hotel operations.

## Employment History

### Front Desk Employee at Hampton Inn & Suites (New York)

May 2022 - Present

- Checked in 400+ guests during the high season.
- Answered 500+ phone calls per shift during the high season.
- Organized and filed 100+ documents related to guest reservations and room assignments.
- Maintained cleanliness of lobby area throughout each shift as well as kept common areas clear of any potential safety hazards for guests or employees.

### Front Desk Clerk at The Mayfair at Coconut Grove (Florida)

Sep 2017 - Mar 2022

- Answered an average of 60 phone calls per day.
- Greeted an average of 120 guests per day.
- Checked in an average of 40 guests per day.
- Handled guest requests and complaints in a professional manner.
- Accurately completed daily paperwork.

## Certificates

### GPHR (Global Professional in Human Resources)

Mar 2021

### SHRM-CP (Certified Professional from the Society for Human Resource Management)

Jun 2019

### PHRca (Professional in Human Resources - California)

Jul 2017

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Washington, DC 20019

## Education

### High School Degree at Stanford High School, Stanford, CA

Aug 2013 - May 2017

Critical thinking, project management, research and writing.

## Links

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

## Skills

Customer service

Communication

Computer skills

Organizational skills

Multitasking

Problem solving

Time management

## Languages

English

Hindi