

Kimberly James

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Summary

A proven front office supervisor, successful with expanded responsibilities in hotel front office operations including resource scheduling, coworker mentoring, problem solving, and reservation system implementation and optimization. A confident leader with a strong customer focus and commitment to make and keep the business successful, healthy, and predictable.

Related Work Experience

Hotel Denver Tech Center - Greenwood Village CO 2003-Present
Lead Front Office Supervisor

- Trained and motivated new employees.
- Addressed customer and employee issues and recommended and implemented solutions.
- Authored staff schedule and resolved scheduling conflicts.
- Worked with registration system to assure efficient customer check in, group customer entry, and future reservations.
- Fulfilled additional responsibilities during management transition.

Front Office Supervisor/Front Office Agent

- Ensured customer satisfaction and repeat business.
- Dispatched services from multiple departments to meet customer and facility needs.
- Guest registration.
- Accepted and entered reservations.

Crowne Plaza Hotel - Grand Rapids MI 2002-2003
Front Desk

- Guest registration.
- Supplied guests with area information and directions.
- Dispatched services from multiple departments to meet customer needs.

PBX Operator

- Managed incoming and outgoing facsimiles.
- Multi-line phone operations.
- Reservations.

Hilton Hotel - Grand Rapids MI 2000
Front Desk Agent

- Ensured customer satisfaction and repeat business.
- Help guests in a prompt and courteous manner.
- Guest registration.
- Multi-line phone operations.

American Eagle Airlines – Dallas TX 1997-2000
Flight Attendant

- Responsible for passenger safety.
- Served passengers in a timely manner.
- Primary customer representative during flight.

Other Work Experience

Red Robin - Lead Hostess, Server
Champs Americana - Server

Education and Certifications

American Hotel & Lodging
- Supervision in the Front Office
- Front Office Manager
- Housekeeping
- Understanding Hospitality Law

Arapahoe Community College
- Travel and Tourism Certificate
- Flight Attendant Certificate