

Neeka Sininger

Concierge

I am a highly experienced concierge with over 1 year of experience in the field. I have worked at both luxury hotels and private residences, and have gained a reputation for being extremely professional and efficient. I am excellent at managing multiple tasks simultaneously, and always go above and beyond to exceed guest expectations. My interpersonal skills are outstanding, as is my attention to detail. I would be an asset to any organization that is looking for a top-notch concierge.

neeka.sininger@gmail.com 

(470) 797-9327 

4100 Wade Ave, Raleigh, NC 
27607

Education

High School Diploma at East Carolina University, NC

Sep 2017 - May 2021

I have learned how to manage my time, how to study for exams, and how to do research.

Links

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

Skills

Customer service



Communication



Organizational skills



Time management



Problem solving



Multitasking



Computer literacy



Languages

English



Urdu



Employment History

Lead Concierge at Bella Services, NC

May 2022 - Present

- Led a team of 15 concierges while maintaining high levels of customer satisfaction.
- Developed and implemented new systems for managing shift schedules, guest requests, and complaints.
- Trained new hires in the company's procedures and standards.
- Successfully resolved conflict between guests/visitors on multiple occasions.
- Exceeded monthly sales goals by up to 20%.
- Regularly received positive feedback from superiors regarding job performance.

Concierge at NC Coastal Concierge, NC

Sep 2021 - Mar 2022

- Answered an average of 60 phone calls per day and provided assistance to guests with inquiries.
- Assisted in guest check-in/check-out processes by completing necessary paperwork and collecting payments.
- Acted as a resource for information regarding the hotel, its amenities, and the surrounding area.
- Made travel arrangements such as reservations and transportation for guests upon request.
- Monitored lobby activity and notified appropriate personnel of any unusual occurrences or VIP arrivals.
- Provided concierge services such as making restaurant recommendations and reservations, coordinating spa appointments, arranging golf tee times, etc.

Certificates

Certified Concierge Professional (CCP)

Aug 2020

Certified Hospitality Supervisor (CHS)

Mar 2019

Memberships

National Concierge Association

International Concierge and Lifestyle Management Association