

# Weronika Ponn

Hotel Front Desk Coordinator

## Profile

I am a hotel front desk coordinator with over three years of experience. I have excellent customer service skills and work well under pressure. I am organized and efficient, and I have a strong attention to detail. I am able to multitask and manage multiple tasks simultaneously. In my previous role, I was responsible for coordinating the front desk staff, handling guest inquiries, and managing reservations.

## Employment History

### Hotel Front Desk Coordinator at Marriott International, Inc., AR

May 2022 - Present

- Trained and supervised a team of 4 front desk agents.
- Increased online bookings by 15% through developing an effective social media marketing strategy.
- Implemented a new reservations system that increased efficiency by 25%.
- Negotiated discounts with local businesses which generated \$2000 in savings for hotel guests per month.
- Developed and implemented guest satisfaction survey which improved customer feedback rating from 3.5 to 4.2.
- Successfully upsold rooms and packages to 30% of hotel guests.

### Hotel Front Desk Agent at Hilton Worldwide, AR

Jul 2019 - Apr 2022

- Answered an average of 60 calls per day.
- Checked in an average of 30 guests per shift.
- Processed an average of 20 transactions per hour.
- Up-sold rooms and packages to 10% of guests.
- Completed all necessary paperwork and documentation accurately and in a timely manner.
- Maintained knowledge of hotel facilities, services, and promotions.

## Certificates

### Certified Hotel Front Desk Coordinator (CHFDC)

Apr 2021

### Certified Hospitality Customer Service Specialist (CHCSS)

Oct 2019

## Memberships

American Hotel & Lodging Association

National Restaurant Association

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## Education

### High School Diploma at North Little Rock High School, North Little Rock, AR

Sep 2014 - May 2019

I have learned how to effectively communicate with others, how to manage my time wisely, and how to think critically and solve problems.

## Links

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

## Skills

Communication

Customer Service

Organization

Multi-tasking

Computer Skills

Time Management

Prioritizing

## Languages

English

Italian