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|  |  | bREONA fORD  Hospitality Professional |
| Profile High-energy Front Desk and customer service representative, focused on promoting customer satisfaction through exceptional service and maintaining outstanding hotel accommodations. Very knowledgeable with computer software such as Opera, Fosse, Lightspeed, Connect and Mindbody system.  Certified Laser hair and Tattoo Removal Technician who is trained on the Fitzpatrick scale, 2 Years’ experience in the Spa industry. Contact PHONE:  214-791-7979  EMAIL:  breonaford91@yahoo.com Skills  * Team Leader * Excel * Power point * Opera * Light speed * Micros |  | EDUCATIONNational Laser Institute June 2014 – August 2014 Naaman Forest High School August 2006 – June 2010 WORK EXPERIENCEHotel Zaza -Front Desk Supervisor November 2018 –Present   * Answer Phones * Check Guest in and out * Making Reservations for future guest * Cashier handling * Getting recognition on comment cards * Signing guest up to the Zip rewards program  W Hotel-Front Desk Agent February 2015–January 2018   * Check Guest in and out * Making Reservations for future guest * Cash handling * Getting recognition on comment cards * Helped with event planning with marketing * Signing guest up for the rewards program   .  **Renaissance On Turtle Creek residential-Concierge**  August 2013-February 2015   * Making sure residents were well taking care of * Help host with social events in the condos * Retrieve packages for residents * Check guest in and out of system * Making sure residents were charged correctly for their moving deposits |